

Why Did He/She Do That?

The Psychology of Safety

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People don't go to work to injure themselves or others!

..... so why do we treat them like they do?

We often ask Who? rather than 'Why?'

BLAME!!

Violation or Error?

Violations

Intentional and might be the result of:

- perception that the company values production over safety
- being rewarded for the risk taking
- reckless behaviour, sabotage or revenge (occasionally)
- **poor leadership**

Did you follow the procedure?

- “We didn’t have the right equipment”
 - “We haven’t done it that way for years”
 - “We didn’t have time”
 - “We lacked sufficient manpower”
 - “We thought we could skip a few steps to get the work out and still be safe”
 - “The procedure didn’t cover it”
-
- POOR LEADERSHIP & LACK OF ENGAGEMENT WITH THE WORKFORCE

Health & Safety Leadership

The way teams are lead on health and safety determines how safe the organisation is:

- The H&S attitudes and beliefs of leaders drives their behaviour
- Their behaviour sends a powerful message to workers about how seriously they should take H&S
- The root causes of many incidents can be traced back to managers' decisions

(From: Construction Industry's Leadership and Worker Engagement Forum)

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Errors

Unintentional and might be the result of:

- workplace design
- poor quality training and competence development
- inadequate procedures
- **BEING HUMAN!**
- **lack of wellbeing**

Human Error

“Investigations that conclude that human error was the sole cause are rarely acceptable. Underpinning the ‘human error’ there will be a number of underlying causes that created the environment in which human errors were inevitable”.

Investigating accidents and incidents, HSE, HSG245

The Myths

- Human error is a choice
- No events means no human error problems
- Training will solve human error problems
- Accountability/punishment will address human error
- Experience eliminates human errors
- Human errors are the root cause of accidents
- Errors are violations, errors are bad

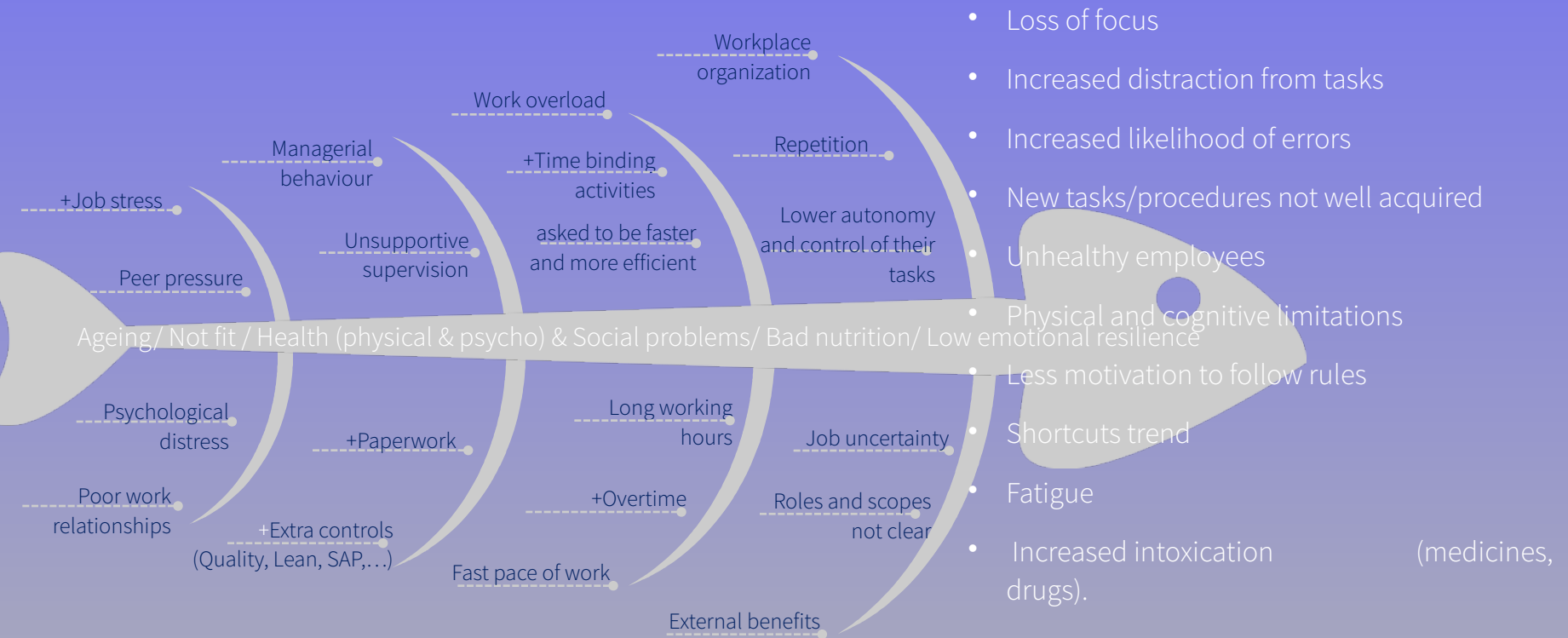
Human Error - Symptom not Cause

- Errors are shaped and provoked by upstream workplace and organisational factors

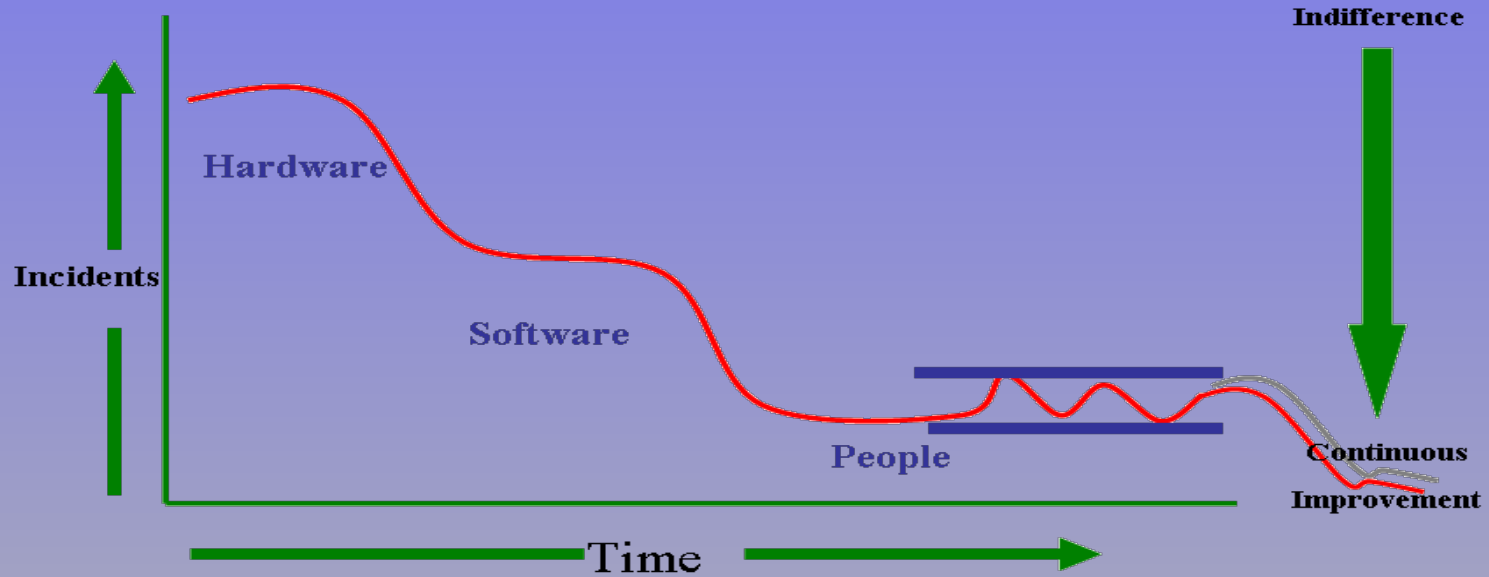
“You cannot change the human condition, but you can change the conditions under which humans work”

James Reason

Human Error Root Cause Analysis



History of Safety



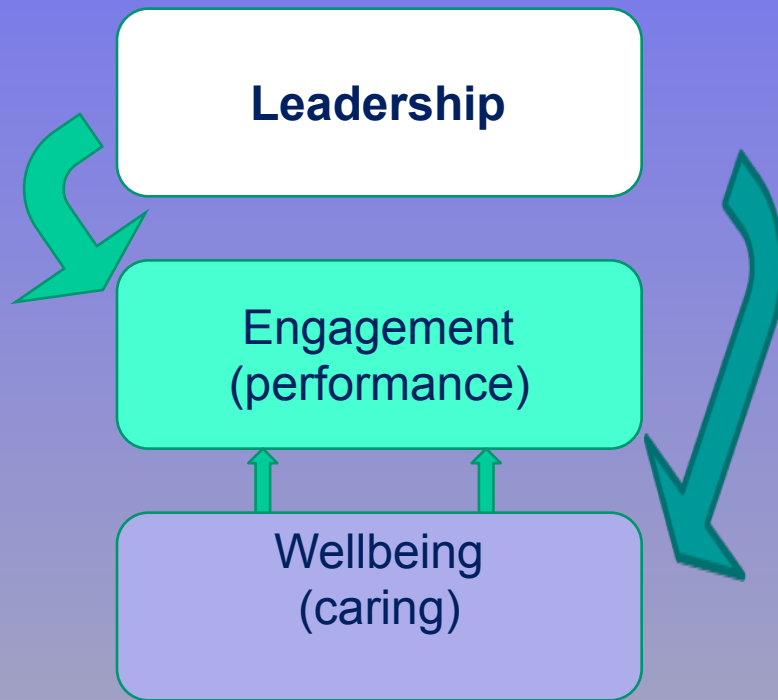
Putting the HEALTH into H&S

‘You can’t be a *safe worker* if you’re not a *healthy worker*.’

- Professor Dame Carol Black
Expert Adviser on Work and Health,
Department of Health, England



Wellbeing, Engagement and Leadership



Hard- Girling Integrated Improvement model

- Wellbeing underpins engagement
- An engaged workforce is both safe and productive
- Engaging leadership is key

What We Hear!

People first!

**In any business
what makes the
difference is the
people!**

**It's people that give a
meaning to the
company!**

**A company is only as
good as the people it
keeps**

**People innovate not
companies!**

**People are our
most important
asset!**

**We are people
centric!**

**Great companies
are built by
people that...**





If our most
important asset is
our people, then how
can we not yet
ensure
their **HEALTH** and
Safety while at work?

Everyone seems to know that

in the long run, companies that promote and protect their people are among the most successful and competitive in the world!



Taking care of our people is the Right, Smart and Legal thing to do!

**Thank you for
listening**

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