

MAA Dinner Meeting  
“Creating a safety first  
attitude in the workplace”

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## A little about me.

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- ❑ 6 plus years with a “small to medium size family owned company”
- ❑ 8 plus years with The Care of trees in a variety of positions.
- ❑ Currently District Manager for our Hamden, Ct. office.
- ❑ The majority of my career has been in the field as a production person and as a trainer.



Some feed back from this afternoon.

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We must become the change we  
want to see.

Gandhi



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Safety truly starts with the leadership of an organization.



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Safety is the one thing that everyone can identify with. It effects us all.

Developing or enhancing leadership skills through safety is a powerful thing.

# Lets define some terms.

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- Safety
- Behavior
- Values
- Company culture
- Company climate
- Leadership
- Credibility
- Perception

# Why do people do the things that they do?

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- Let's make some fairly safe assumptions.
- For the sake of tonight's conversation, the infrastructure of safety exists in your companies. By infrastructure I mean, a safety policy that includes safe work practices, Procedures for training, accountability, amending the safety policy and so on. Let's also assume that safety is a value of the organization, You have the "right" people, You have the "right" equipment, and so on. You recognize that safety needs to be lead.

# What influences the things that we do?

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- People's actions are their behaviors. They are decisions that they make either actively or passively.
- But why?
- What triggers those behaviors? What would trigger some to make a one handed chainsaw cut?

# The ABC'S of behavior

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- A—Antecedents (triggers)
- B—Behavior
- C—Consequences (Soon, Certain, and Positive) versus (Later, uncertain, and negative)

# What is a trigger?

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- ❑ A trigger is something that causes a person to take action. There can be several for the same behavior.
- ❑ A trigger for a one handed chainsaw cut could be the following. "I need to make cut way out on the end of that limb. I hate walking way out on limbs, I feel like I am going to fall off."
- ❑ What behaviors of yours in turn become triggers for your people?

# What are behaviors?

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- The actions people take both positive and not so positive. The act of making a one handed chain saw cut is a behavior.

# A little more detail on consequences, let's use two examples

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- ❑ Soon—Closing a deal has an immediate sense of accomplishment.
- ❑ Certain--When I close, we have work for our crews to do and I make money!
- ❑ Positive—I like making money.
- ❑ Or:
- ❑ Soon—I will feel better after I make this cut and get back near the trunk of the tree.
- ❑ Certain—I Know after I make this cut I'll feel better.
- ❑ Positive—I like feeling better.

# What do we have an influence over as it relates to safety and behaviors?


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- ❑ We can have an impact on the triggers of behaviors by setting expectations around how things are to get done. Go right at it, ask them if they see an attractive short cut that could put them at risk.
- ❑ We can have a huge impact on the consequences. The more we look the other way when our top climber violates a policy yet gets a job done quicker the more our credibility is eroded. Worse yet what if you take a short cut, "Do as I say not as I do". This reinforces those behaviors.
- ❑ Rewards for good things should out way the number of "negative" feedback interactions. "thank you" or "nice job" frequently will make the times that you have to hold someone accountable that much more effective. Catch people doing things right!
- ❑ You definitely get farther with sugar than you do vinegar!

# How does this apply to me?

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- The next time someone does something you would have preferred that they had not done, use the ABC analysis. It will begin to shed some light onto what you might need to do differently.
- Perhaps you can use it on your self if you get some feed back that is less than flattering.



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Remember; “We must become the  
change we want to see”

# Questions?



Comments?