



Safety Culture 2018

September 12-14, 2018

Atlanta, GA

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Preconference Sessions – September 12, 2018

Human Factors in Risk Assessment

8:30 -11:30 am

Presented by: Gary Higbee, Higbee & Associates, Inc.

Safety performance in the United States has been improving at a very slow rate over the past 20 years. Even with technology improvements, hazard elimination efforts and additional safety improvements, we have been unable to lower recordable rates much more than 1% per year over the past 20 years. The solution isn't easy and it certainly will require numerous initiatives. One thing we have to do is stop ignoring human factors and human error. We do not want to blame the worker but we do need to understand the worker and the pressures we put on them intentionally or unintentionally.

In this workshop, we will:

- Explore how human factors impact the risk of doing any activity. We will actually calculate the risk associated with a work task using current practices that utilize two dimensions of risk: The amount of hazardous energy and the likelihood of coming in contact with the energy. Then we will calculate the same job task using a third dimension of risk: Human Factors.
- Evaluate the impact the difference between Perceived Risk and Actual Risk and the impact they have on predictability of performance.
- Discuss the complacency curve and its impact on performance.
- Assess how human factors can negatively impact the likelihood and severity of safety, quality and performance events.
- Learn the difference between Intentional Error, Unintentional Error and Habitual Error

Changing Safety Culture to Manage the Threat of Workplace Violence

1:00-4:00 pm

Presented by: Felix Nater, CSC, Nater Associates, Ltd

How vulnerable is your workplace to violence? The reality is it's probably far more likely than you think. Every workplace has its vulnerabilities, and many, including educational institutions, health-care facilities, late-night retail operations, social services, and service providers are some of the most susceptible workplace settings and environments for workplace violence. Active shooter incidents make the news, but the reality is that assaults, bullying, harassment, and other forms of violence are far more common.

As an employer, it's your responsibility to assess your risks for all types of workplace violence and take appropriate steps to protect your employees. Your workplace violence prevention strategy needs to take a multifaceted approach that addresses everything from physical security and written policies to the cultural norms and expectations within your organization. If the workplace culture doesn't aggressively promote responsibility, accountability and consequences, your employees will be more vulnerable to violence, and your organization will be at a greater risk for OSHA citations, liability issues, and other human and financial costs.

Regardless of your industry, there are steps you can take to proactively manage workplace violence risks, and it all starts with culture.

In this in-depth workshop, former U.S. Postal Inspector and Violence Prevention & Response Consultant Felix Nater will cover:

- How to integrate OSHA's Guidelines for Preventing Workplace Violence and the OSHA 4 Categories of Workplace Violence in your organizational workplace violence prevention and workplace security programs
- How to overcome misunderstandings to align policies, plans, procedures, security, technology, training and people in creating genuine integration and collaboration of the effort and resources to prevent workplace violence
- How to assess your organization's current workplace violence prevention efforts, capitalize on its strengths, and remedy weaknesses
- The key role of honesty and open communication in fostering a culture of safety and preventing workplace violence
- How a culture of connectivity works through an organizational commitment to minimize workplace violence risks through education and effective execution
- The many elements of workplace violence prevention and how to develop an effective strategy for your organization
- How to implement methodologies that take a proactive approach to assessing and evaluating your organization and promoting a healthy workplace environment
- And more!

Conference Day 1 – September 13, 2018

Registration & Breakfast

7:00-7:55am

Welcome Remarks

7:55-8:05 am

Seven Life Lessons for Safety and Beyond

8:05-9:05 am

Presented by: Scott Geller, Safety Performance Solutions, Inc. & Virginia Tech

After studying, teaching and researching psychology for more than 50 years, Dr. Geller has identified seven evidence-based lessons people need to practice daily to prevent workplace injuries, but also to

improve human welfare in general through less interpersonal conflict and bullying and enhancement of work productivity, environmental sustainability and life satisfaction. Join Dr. Geller, Founder of the Actively Caring for People Movement and Senior Partner of Safety Performance Solutions, as he shares these life lessons for improving human wellbeing and safety.

Best Practices for Onboarding: Gain Buy-In, Secure Trust, and Motivate Employees from Day 1

9:10-10:10 am

Presented by: Cathy Hansell, Breakthrough Results LLC

“You only get one chance to make a first impression.” This old adage also holds true for on-boarding, welcoming every new employee into your organization...from entry level to senior leadership. On-boarding offers much more than communicating regulatory-required information, local procedures and training. Effective on-boarding helps to consistently clarify the organization’s vision, culture, expectations and accountabilities for all people. It creates a common understanding of the organization’s direction, and each person’s important role in it. This is the beginning of establishing trust, respect, motivation and engagement.

In this session, attendees will learn how to design an on-boarding program, tailored for each audience, to communicate company culture, expectations and opportunities for engagement and input.

Refreshments and Networking Break

10:10-10:30 am

Effective Safety Committees: Best Practices and Pitfalls to Avoid, Making Your Committee a Powerful Ally for Your Safety Efforts

10:30-11:30 am

Presented by: Joe Keenan, Environmental Health and Safety Management Consultant

A strong safety committee is an essential part of your company’s safety program. It serves many purposes, including increasing awareness of responding to safety issues, promoting cooperation between employees and management and fostering employee engagement. Many states require some or all employers to conduct safety committee meetings; even if your state doesn’t require a committee, they are considered industry best practices for promoting and improving safety engagement.

In this session, you will learn common roles and responsibilities of safety committees, guidance for making your safety committee an effective ally of your safety program, challenges and pitfalls of safety committees and how to avoid them, skills and training committee members should receive, and how to set goals, measure progress, and communicate results of the safety committee within the organization.

Training & Messaging: How to Keep Your Employees Engaged

11:35 am- 12:35 pm

Presented by: Ted Boyce, Center for Behavioral Safety, LLC

Have you heard or even said any of the following regarding your company’s training: Why are safety speakers always so boring? If all they’re going to do is read their slides, I could do that on my own! Here we go again, death by PowerPoint! Why do we have to hear the same stuff every time? Our trainers’ monotone voice puts me to sleep. If so, your employees are likely not well engaged in the training

they're receiving. And, with a decrease in engagement comes a decrease in learning, retention, and application. To put it differently, the change you want to see does not occur. In this session, you will learn what training traps to avoid and how to incorporate "best practices" in adult learning to truly engage your employees in training that should benefit them and your organization. Get the most from the time you spend learning, attend this session and experience first-hand what training should look and feel like.

Lunch (provided)

12:35 – 1:25pm

Roundtable Luncheons

Measuring Safety Culture – Using Technology & Data to go Beyond Compliance – Sponsored by Safety Culture

Safety processes, metrics, culture, and leadership all influence how decisions are made in your organization. In this session, moderator Sean Hughley and Ramy Mosbah of SafetyCulture, will lead the discussion of how to drive safe behaviors, identify leading indicators and spot shortfalls to boost performance while connecting front line workers to managers. We'll discuss the top tools and tactics to optimize processes, improve outcomes and train effectively. In addition, attendees will learn how to make informed data driven decisions to go beyond compliance, reduce costs and create a true Safety Culture. Lunch will be served.

Integrating Contractors & Suppliers into Your Safety Culture – Sponsored by Avetta

Presented by: Chandra Reimond, Director, Solution Engineering, and Mark Miller, Director, Field Sales

Industry trends show that more and more companies are outsourcing. Contractors and suppliers are an extension of your business and need to properly represent your company and brand. With the workforce shifting to a higher percentage of contract workers, it is key for businesses to integrate contractors and suppliers as if they were their own employees. Incorporating these contractors and suppliers into your company's safety culture will ensure that they are performing work safely alongside your company's employees.

Located in the Intl South Ballroom. RSVP Opportunity Only. Email Us at WFEvents@BLR.com to Reserve Your Seat!

Why Workers Fail: How to Address Attitudes, Habits and Misinformation

1:30-2:30 pm

Presented by: Steve Roberts, Safety Performance Solutions, Inc.

Complex systems require a great deal of human contribution to maintain productivity, quality, and safety. Human error is the inevitable by-product of our necessary involvement in complex systems. To eliminate human error would require us to eliminate the best source of creativity, flexibility, and problem-solving ability. Therefore, regarding errors, our purpose should be to understand the sources of error, predict when errors are most likely to occur and predict which errors will lead to the most serious negative outcomes (injury, property/environmental damage, reduced quality). We can then design or modify the system/job to reduce error, develop personal strategies to reduce individual error, and implement safeguards to mitigate negative outcomes when errors occur and improve workplace safety.

In addition, the perception of risk is often different from the actual hazards. Therefore, the hazards most likely to cause harm are not necessarily the ones that get noticed. This presentation will also focus on hazard recognition traps, why people don't accurately perceive risk, and why we don't always act on the risks we identify.

Refreshments and Networking Break

2:30-2:50 pm

Encouragement and Discipline: When to Be a Coach and When to Be a Cop

2:50-3:50 pm

Presented by: Shawn Galloway, ProAct Safety

Do employees perform excellently because you inspire them to or because they are fearful? Do you want a culture of have to or want to? Many leaders unintentionally make common mistakes that undermine what they are trying to accomplish. Some actually harm their own efforts while trying to improve performance and culture. Good intentions are not enough! Explore these common mistakes and discover when to encourage and when to discipline, the two sides of the performance coin.

Panel Discussion: Emerging Issues in the Workforce

4:00-5:00 pm

Presented by: Scott Geller, Center for Applied Behavior Systems; Steve Roberts, Safety Performance Solutions, Inc.; Chuck Pettinger, Predictive Solutions Corporation

The modern workforce is changing at a rapid pace. From the rise of the gig economy and the growth of temporary and contract work, to the influx of millennials into the workplace while many older workers postpone retirement, to the new technologies with the potential to radically transform many jobs and industries, sometimes it's all you can do to keep up. But how do all these trends and developments affect your safety culture? What are the challenges--and the opportunities--for you as a safety professional, for your workers, and for your company as a whole? In this session, we'll hear from an expert panel on the developments to watch and the practical steps you can take to harness the opportunities and navigate the challenges of the ever-changing 21st-century economy to keep your safety culture on a path of continuous improvement.

Networking Reception

4:45-6:00 pm

Day 1 Adjourns

Conference Day 2 – September 14, 2018

Breakfast

7:15-8:00 am

Breakfast and Learn

7:30-7:50 am

Safety Culture Awards Ceremony

8:00-8:30 am

Keynote: Leadership for 24/7 Safety Culture

8:30-9:30 am

Presented by: Don Wilson, SafeStart

Worker safety is not limited to 40 hours per week and, since statistically people are much more likely to get hurt off the job, developing a 24/7 safety culture is not only the right thing to do, it's a sound business decision.

But fostering a safety culture requires appealing to workers' personal agenda. Because they might not be naturally inclined to achieve the company's safety goals or protect themselves, but they can definitely be motivated to protect their colleagues and their families.

In this session, you will learn how to make safety personal and use it to drastically reduce injuries 24/7. Participants will:

- Understand the importance of aligning different departments with a common purpose;
- Learn the role of a common safety language in building and supporting a safety culture;
- Be introduced to practical tools that can be used every day to reduce injuries both on and off the job; and
- Understand the fundamental business case for 24/7 safety culture.

Growing a safety culture requires commitment, dedication and the right attitude. Because you cannot enforce or mandate a safety culture—you cultivate and grow it by weaving safety into all the aspects of the workers' lives and making it personal.

Networking Break and Raffle

9:30-9:50 am

Workshop: How to Build and Execute an Employee Perception Survey

9:50-10:50 am

Presented by: Chuck Pettinger, Predictive Solutions Corporation

This workshop will first discuss the differences between culture and climate, and then debate specific areas of interest (i.e., safety constructs) and how to develop perception survey questions to assess those areas. We will also talk about the frequency of the measurements; how often, when, what time of day to most effectively gain insight into culture. Through class exercises, participants will identify safety constructs, and discuss which questions would most likely tap into their culture. We will also discuss how algorithms combining the quantitative and qualitative information can be developed to create an even better method of proactively identifying gaps in processes and systems to get in front of incidents and save lives.

Closing Keynote: Your Safety Culture Needs a New Strategy

10:50-11:50 am

Presented by: Shawn Galloway, ProAct Safety

Safety will never become a core value within company culture until the safety strategy is aligned with and supports the business strategy. Every organization has a safety culture, but could it be better? Yes, but not by doing more in safety. Safety culture can evolve by continuous improvement and by capturing

and delivering real value. Strategic thinking can create value at every level of an organization, but people need a guide and reason to support where they choose to invest their discretionary effort. Based on his 2016 book, *Inside Strategy: Value Creation from within Your Organization*, keynote speaker Shawn M. Galloway will share how to take strategic thinking and focus it internally toward your organizational culture.

Day 2 Adjourns

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