

slido



You get one radio station to listen to for the rest of your life. What kind of music is it playing?

① Start presenting to display the poll results on this slide.



This session is eligible for 1.25 Continuing Education Hours.

For these hours to appear on your certificate, you must:

- *Have your badge scanned at the door*
- *Attend 90% of this presentation*
- *Fill out the online evaluation for this session*



Online Evaluation



IMPLICATIONS FOR IMPROVING SAFETY PERFORMANCE

THE BIOLOGICAL BASIS OF COMPLACENCY



ALWAYS ASSUME COMPLACENCY IS A PROBLEM.

INTERVIEW RESPONSE



COMPLACENCY A FACTOR IN

67%

*OF INCIDENTS
Close calls, near
misses, and actual
incidents of bodily
injury,
equip/site/environmental
damage.*

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AGENDA

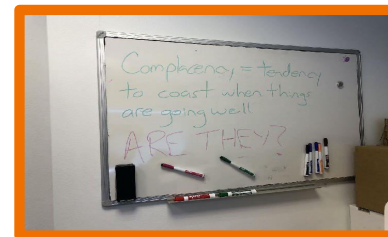
1. Survey Results
2. Neuroscience of Habit
 - a. A New Definition
3. 6 Principles



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COST OF COMPLACENCY



WHITEBOARD IN SAFETY MANAGER'S OFFICE

- Mixed productivity
- Higher rework frequency
- Trouble meeting deadlines
- Decreasing morale
- Reputation damage
- Higher insurance/work comp

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*[IF COMPLACENCY WERE ADDRESSED]
COMPANIES COULD DOUBLE THEIR PROFIT.*

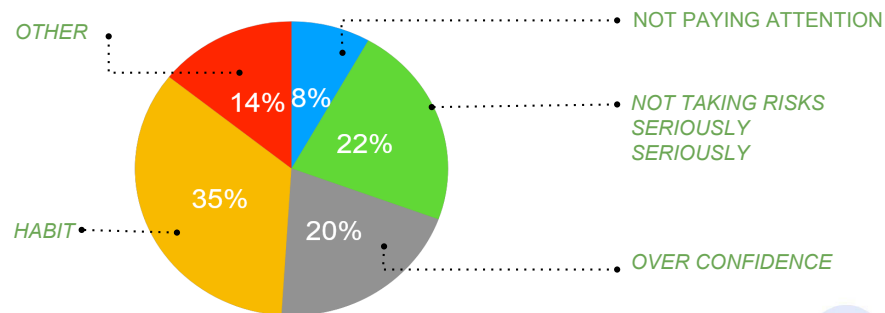
INTERVIEW RESPONSE



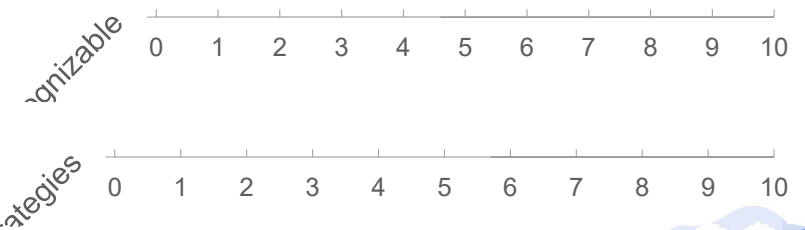
IMPORTANCE OF COMPLACENCY



SCOPE OF COMPLACENCY



SCOPE OF COMPLACENCY



SYMPTOMS OF COMPLACENCY

- Working too fast or too slow
- Eyes not on task
- Occupying space in the “line of fire” or danger zone
- Multi-tasking (e.g. having conversations while working)
- Not taking risks seriously (e.g. goofing off or bragging)
- Not following the procedures (e.g. using a 2-handed tool with 1 hand)
- Not completing checklists or pencil whipping them
- Skipping basic PPE or safety requirements
- An increase in incidents without easily identifiable root causes
- The frequency of rework incidents
- Decreasing frequency of near miss or good catch reports



COMPLACENCY ADVICE



- Pay attention
- Think about what you're doing
- Slow down
- Don't take shortcuts
- Care more



RISKS OF FOCUSING ON SYMPTOMS



- Unproductive
- Allows for blaming of others and self
- Decreases morale
- Doesn't fix it



THE NEUROSCIENCE OF HABIT

A DEEP DIVE INTO THE BRAIN





PREFRONTAL CORTEX ACTIVITIES

- Decision making
- Planning ahead
- Focusing thoughts
- Paying attention
- Learning
- Considering several different yet related lines of thinking
- Evaluating the future consequences of current activities
- Working toward a defined goal
- Predicting outcomes
- Interpreting social cues
- Moderating your own social behavior
- Determining good and bad, better and best.
- Retaining information while performing a task
- Determining what information is relevant to the task in progress
- Keeping the objective of the task in mind at the same time.



By practicing an action, there's a shift from the first time you're doing it. The brain structure that will be required to do the same action will shift to a different part of the brain.

DR. ERIC BURGUIÈRE
NEUROSCIENTIST AND PRINCIPAL INVESTIGATOR
PARIS BRAIN INSTITUTE (ICM)





KEY TAKEAWAY

*REPETITION IS THE
MOTHER OF HABIT*

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Unfortunately,
The Brain Has Limited Processing Power

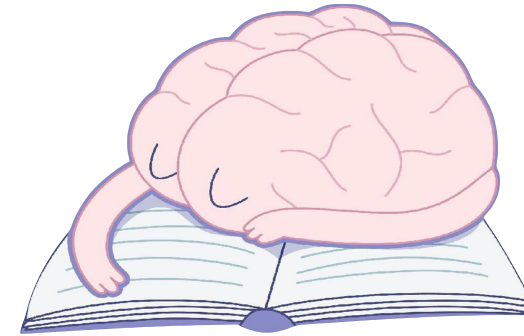
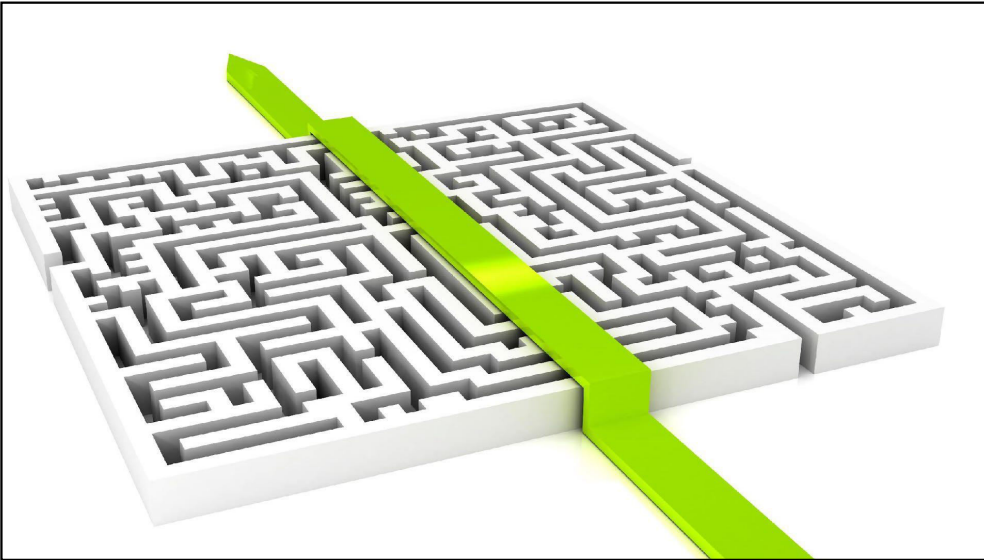


*QUICK: WHILE MAKING A
LEFT HAND TURN INTO
BUSY ONCOMING
TRAFFIC MULTIPLY
17X24.*

*DANIEL KAHNEMAN
THINKING, FAST AND SLOW*

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"ONE OF ITS MAIN CHARACTERISTICS IS LAZINESS, A RELUCTANCE TO INVEST MORE EFFORT THAN IS STRICTLY NECESSARY."

DANIEL KAHNEMAN, THINKING, FAST AND SLOW



BENEFITS OF HABIT

- Rapid Learning
- Frees Up Cognitive Energy
- Increases Productivity

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OTHER TIMES

*Stress, fatigue, and
rushing....*

A NEW DEFINITION

*Complacency is a state of decreased
external awareness and reduced
sensitivity to hazards caused by the
brain's ability to activate neural pathways
that require less PFC activity.*



*COMPLACENCY IS AN
INTERNAL STATE.*



*COMPLACENCY IS A
PHYSICAL STATE.*



WHAT THIS MEANS FOR YOU
6 PRINCIPLES



THE SKILL

Leverage the brain's natural tendency to use neural shortcuts to your advantage but re-engage the prefrontal cortex when complacency is a disadvantage.



PRINCIPLE #1
**USE REPETITION
STRATEGICALLY**



KEY TAKEAWAY

**REPETITION IS THE MOTHER
OF HABIT**



WE DON'T PRACTICE UNTIL WE GET IT RIGHT. WE PRACTICE UNTIL WE CAN'T GET IT WRONG.

US ARMY



NOT ENOUGH

- Toolbox Talks
- All Hands Meetings
- Training



STRATEGY: SAFE DRIVING REPETITION

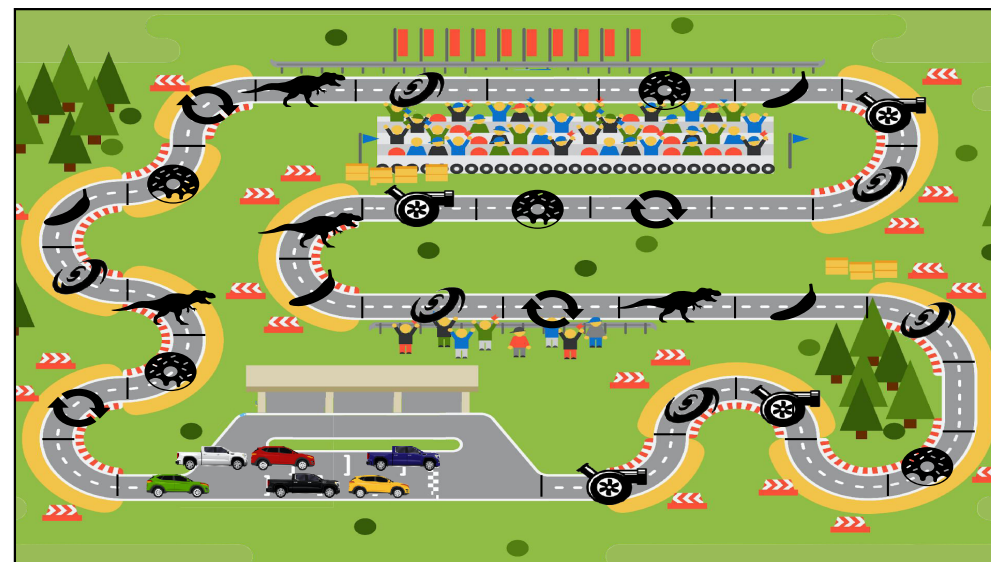
Industry: Utility

Situation: Leverage existing driving training to improve behavior adoption.

Objective: 43 attendees participated in The Amazing(ly Safe) Race. Most participants targeted back in/pull through parking, decreasing driving distractions or increase situational awareness such as leaving more space between vehicles, leaving an out, checking mirrors, making eye contact with pedestrians, keeping their eyes moving, or aiming high.

Results:

- Delivered virtually
- 83% engaged in the challenge
- Increased targeted behavior by 157%
- 120% ROI





*WHAT ARE OUR CRITICAL
SAFETY BEHAVIORS?*

*HAVE WE PRACTICED THEM
ENOUGH?*



*WHAT ARE OUR MOST
IMPORTANT EMERGENCY
PROCEDURES?*

*HAVE WE PRACTICED THEM
ENOUGH?*



PRINCIPLE #2

*SUPPORT YOUR MOST
EXPERIENCED EMPLOYEES*



A FEW STRATEGIES

- Cross Training
- Deliberate Rotations
- Targeted Training and Support





WHO IS AT MOST RISK?



PRINCIPLE #3

REDUCE REPETITIVE TASKS



*WHAT ARE OUR MOST
REPETITIVE TASKS?*

*HOW LONG SHOULD THAT
TASK BE PERFORMED
BEFORE SWITCHING?*



PRINCIPLE #4

REDUCE COGNITIVE LOAD



100%



PHYSICAL HEALTH

- Nutrition
- Fatigue Management
- Hydration



HOW ARE WE
SUPPORTING OUR
EMPLOYEES PHYSICAL
WELL BEING?

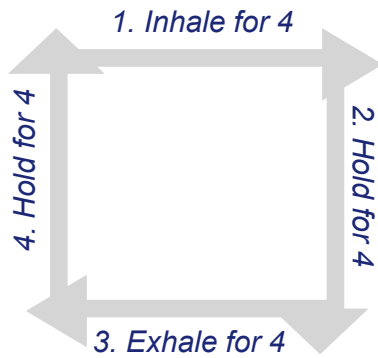


STRESS MANAGEMENT

- Engaging With Employees
- Reducing Paperwork
- Promoting and Practicing Mindfulness



TACTICAL BREATHING



What are our biggest sources of work related stress? What have we done to reduce it?



EXTERNAL CLUES

- Red Box
- Smart Tools
- Systemic Pauses

PRINCIPLE #5

RE-ENGAGE EXECUTIVE FUNCTIONS



*INNOVATIVE TECHNOLOGY SYSTEM TO
PREVENT WRONG SITE SURGERY AND
CAPTURE NEAR MISSES: A MULTI-CENTER
REVIEW OF 487 CASES*

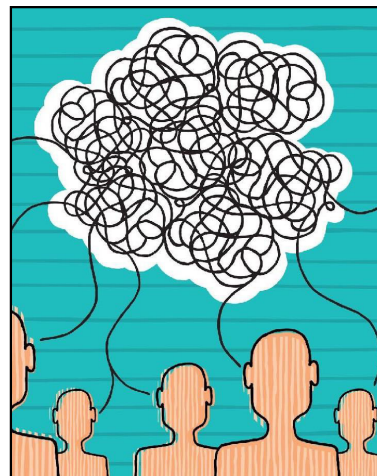
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*WHERE ARE THE TIMES AND
PLACES WE NEED FULL
COGNITIVE ENGAGEMENT?*



*PRINCIPLE #6
PLAN FOR THE INEVITABLE*



BREAK THE ROUTINE

- New trainings
- New instructors
- New topics
- SURPRISE!





PROMPT CRITICAL THINKING

- 4 Seconds for Safety
- Stop Work
- Asking Questions

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KEY TAKEAWAY

REPETITION IS THE MOTHER
OF HABIT

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BECAUSE

- A Full Schedule
- Multiple Priorities
- The Next Initiative
- The Next Training
- The Next Skill
- The Next Email



*SCHEDULE
THE FOLLOW UP
BEFORE*



*WHAT STRATEGIES ARE
WE GOING TO USE?*



ENCORE PRESENTATION

*BUSINESS CARD OR
SHARON@HABITMASTERYCONSULTING.COM*





KEY TAKEAWAY

REPETITION IS THE MOTHER
OF HABIT



A NEW DEFINITION

Complacency is a state of decreased external awareness and reduced sensitivity to hazards caused by the brain's ability to activate neural pathways that require less PFC activity.



THE GOAL

Leverage the brain's natural tendency to use neural shortcuts to your advantage or re-engage the prefrontal cortex when complacency is a disadvantage.



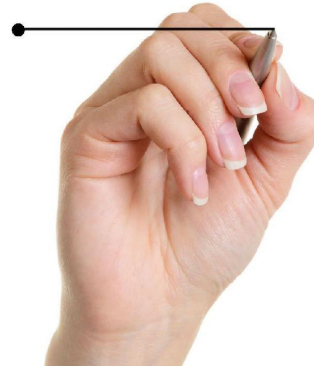
IN CONCLUSION

COMPLACENCY IS NOT A FLAW.

IT'S A FEATURE. WORK WITH THE BRAIN
NOT AGAINST IT.



A



B

SUMMARY

1. Use Repetition Strategically
2. Support Your Most Experienced Employees
3. Reduce Repetitive Tasks
4. Reduce Cognitive Load
5. Re-engage Executive Functions
6. Plan for the Inevitable



WHEN YOU NEED TO ADOPT CRITICAL BEHAVIORS FAST

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