



OCAID

Organisational Culture & Individual Development

Having effective Safety Conversations

Session Aims:

- To look at what makes a good Safety Conversation
- A chance to practice having Safety Conversations
- To look at what helps/ hinders having a good Safety Conversation?

What makes a good Safety Conversation?

- If you catch someone doing something really well/ safely What should you do?

"For a player -- for any human being -- there is nothing better than hearing 'Well done.' Those are the two best words ever invented."

Sir Alex Ferguson

Golden Rule of Safety Conversations

*The only thing you are allowed to tell them is
what they have done well*

Everything else has to be asked as a question!



What makes a good Safety Conversation?

- If you see someone behaving unsafely
What should you do?
- Stop them, when it's safe to do so, and then
- Challenge the **behaviour**, the best way to challenge is to ask open questions, especially a “curious” why? and “What if?”

What makes a good Safety Conversation?

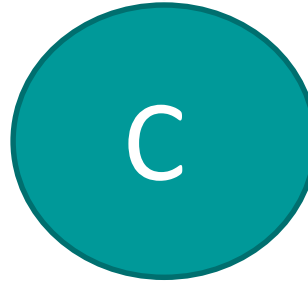
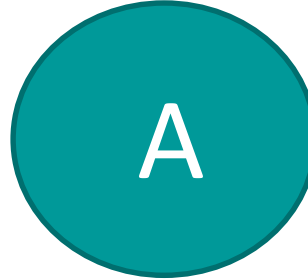
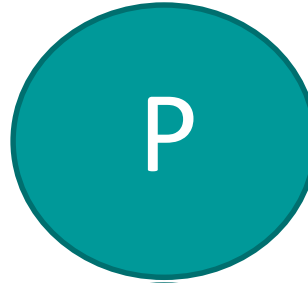
- Just to keep people mindful
- We can only concentrate for 55 minutes an hour, and that's the maximum!

Safety Conversation Practice

- Praise “genuinely” the person next to you for something they’ve done/ said
- How was it? What made it difficult? How do we get over the feelings of embarrassment/ being patronising?

Transactional Analysis

Nurturing/ Caring
Supporting
Encouraging
Directing
Setting Boundaries
Disciplining



Pushover
Smothering
Spoiling
Bossy
Bully
AGGRESSIVE

Play
Learn
Have fun, laugh
Creative/ Imaginative
Helpful

Practical Joker
Huff/ Sulk Tantrum
Blind obedience
PASSIVE

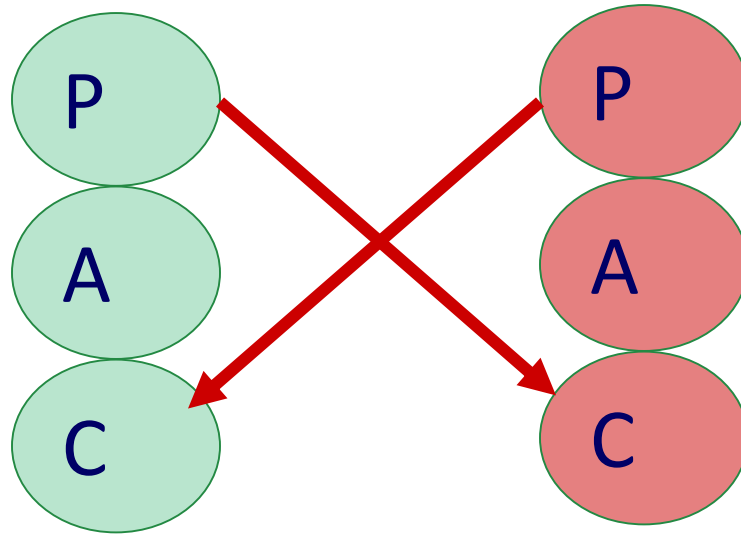
So What does an adult look like?

- Calm
- Respectful
- Level Headed
- Objective
- Organised
- Logical
- Responsible
- Sees things from both sides
- ASSERTIVE

Which bubble?

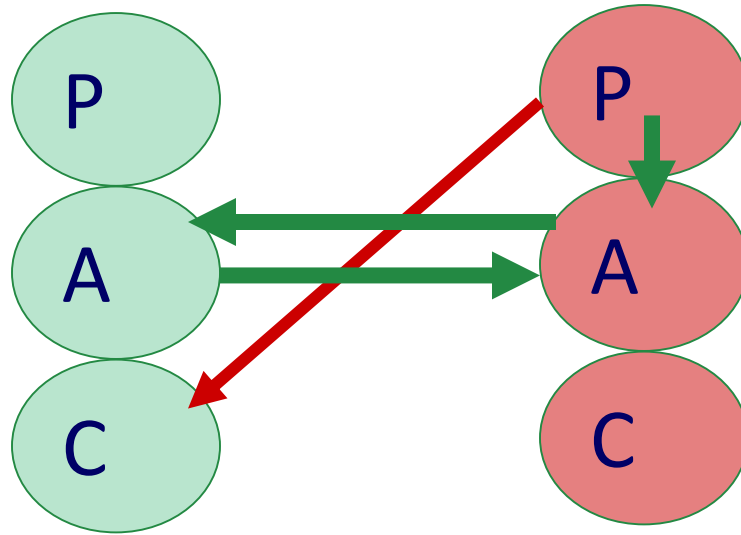


Assertion & Transactional Analysis



Crossed Transaction Leading
to conflict

Transactional Analysis



Keeping in your Adult bubble by staying calm will very often lead to the other person calming down and moving into their Adult bubble

How do you stay calm (adult) when the other person is.....

- **Smothering, Spoiling**
- **Bossing, Bullying, being AGGRESSIVE**
- **Playing practical jokes**
- **Going in a huff/ Sulk**
- **Throwing a tantrum**
- **Being PASSIVE**

Safety Conversation Practice

- Watch the following clip and in your group Challenge the person next to you on the behaviour seen

Safety WATCH

Observation 1



- Introduce yourself and reason for interrupting them
- Try not to tell but ask (Curious Why? and What If?)





- Introduce yourself and reason for interrupting them
- Try not to tell but ask (Curious Why? and What If?)
- Explore alternatives
- If in doubt ... have T.E.D in your head
- It's coaching, so remember the 30:70 rule





- Introduce yourself and reason for interrupting them



- Try not to tell but ask (Curious Why? and What If?)



- Explore alternatives



- If in doubt ... have T.E.D in your head

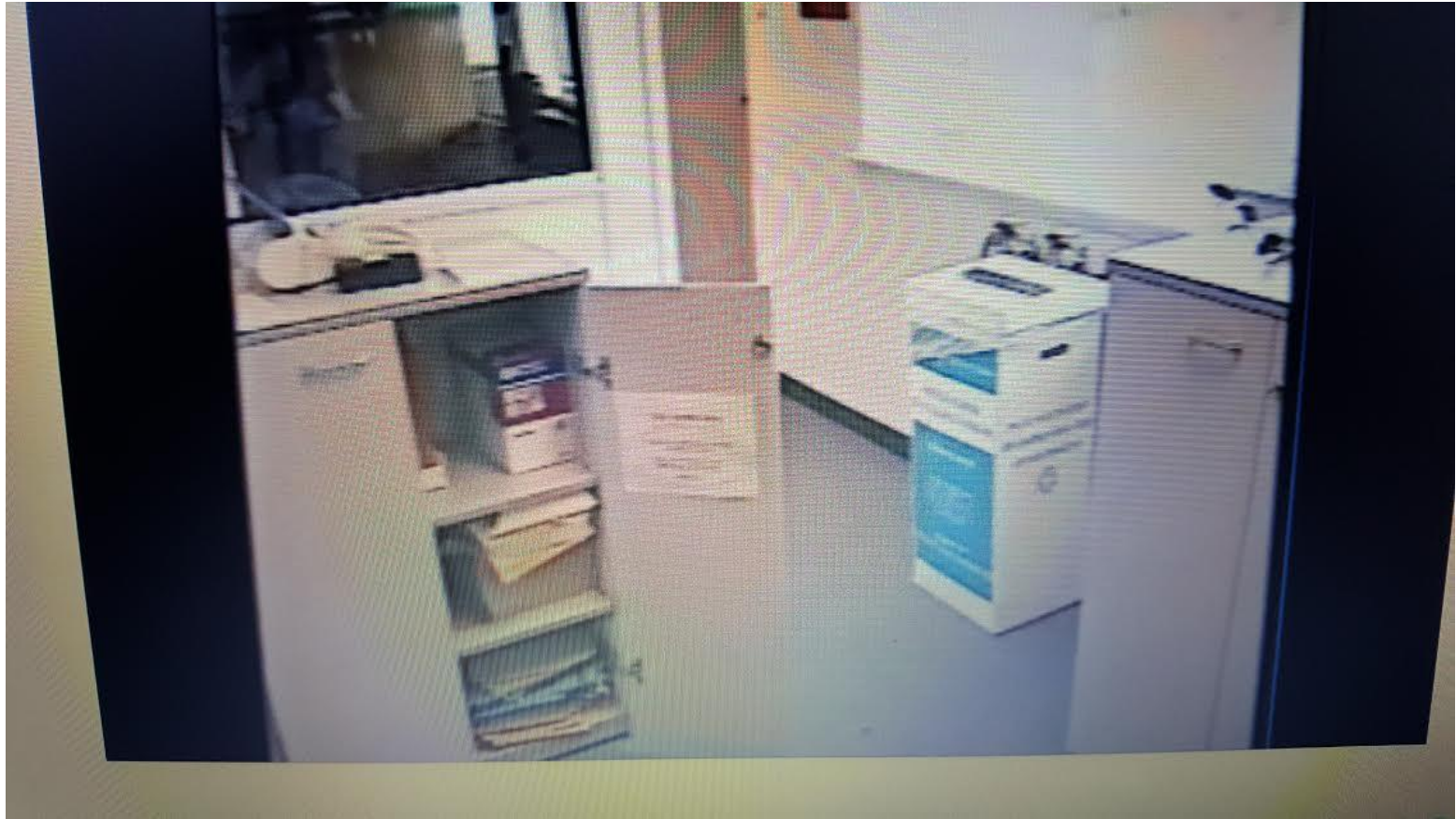


- It's coaching, so remember the 30:70 rule



- Offer help... and commitment from you, and them





- Introduce yourself and reason for interrupting them
- Try not to tell but ask (Curious Why? and What If?)
- Explore alternatives
- If in doubt ... have T.E.D in your head
- It's coaching, so remember the 30:70 rule
- Offer help... and commitment from you, and them
- Build in a review
- Always thank them for their time



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Thank You!

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