



# SAFETY COACHING TIPS FOR SUPERVISORS

---

*From "Working Safe" by Dr. Scott Geller*

*2001 CRC Press*

Prepared for the DPA/State Risk Management Safety Committee



## **C.O.A.C.H.**

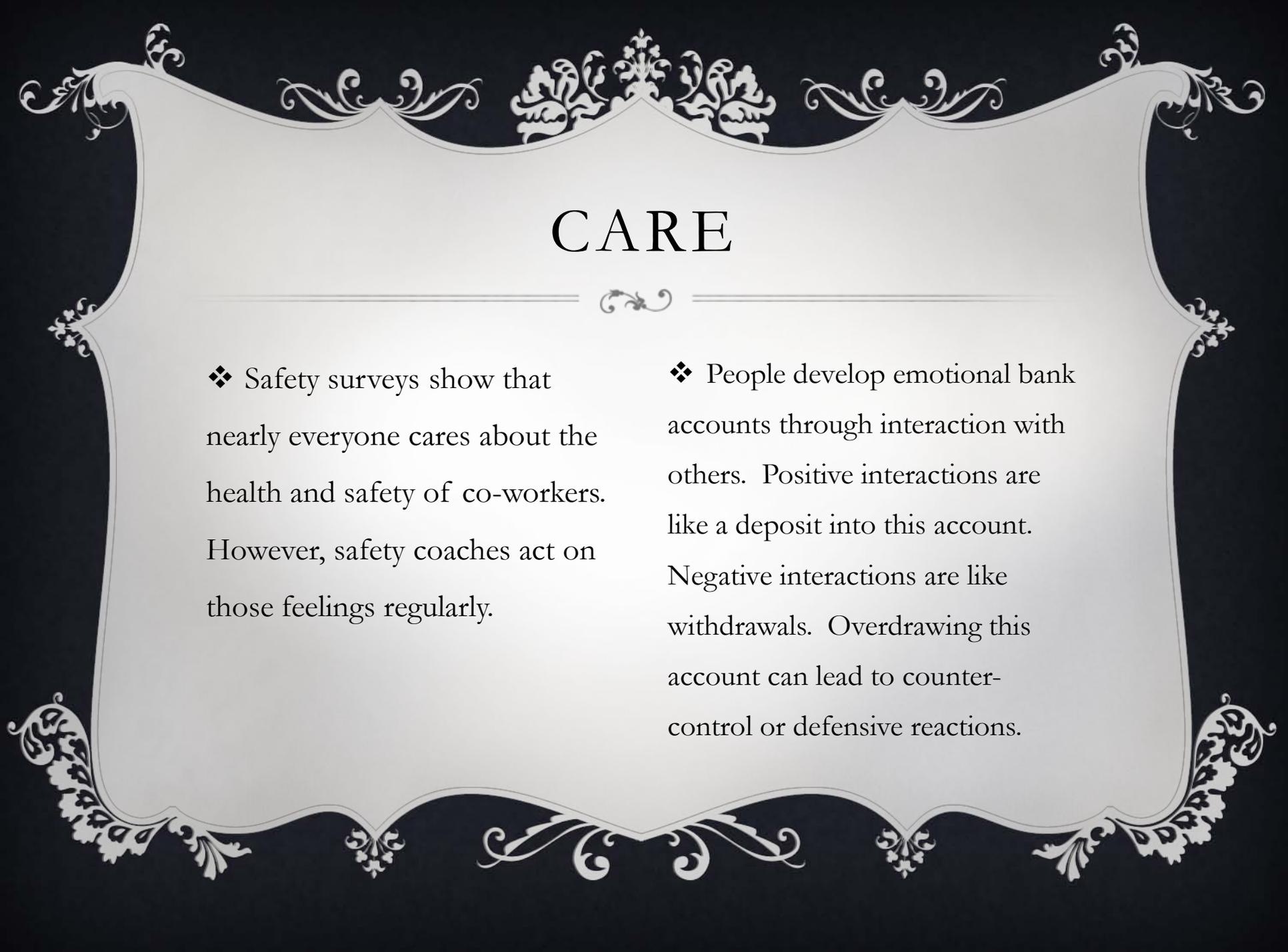
Care

Observe

Analyze

Communicate

Help



# CARE

---

❖ Safety surveys show that nearly everyone cares about the health and safety of co-workers. However, safety coaches act on those feelings regularly.

❖ People develop emotional bank accounts through interaction with others. Positive interactions are like a deposit into this account. Negative interactions are like withdrawals. Overdrawing this account can lead to counter-control or defensive reactions.

# OBSERVE



- ❖ Ask permission to observe
- ❖ Know exactly what behaviors are desired and undesired
- ❖ Develop observation checklists as a team
- ❖ Checklists can be generic or job specific

# ANALYZE

❖ Use an activator-behavior-consequence model to interpret observations (ABC) before giving feedback.

❖ Discussing activators and consequences can help us discover environment or system influences for decreasing at-risk behaviors.

❖ Activators come before a behavior and tell us what to do (training, rules, procedures, etc.)

❖ Consequences come after a behavior and serve to motivate us to repeat the behavior or change it, depending on whether it is a positive or negative consequence and how soon, certain and significant the consequence.

# COMMUNICATE

❖ Use rewarding feedback to support safe behavior:

- Give it one-on-one and privately.
- Give it as soon as possible.
- Identify the safe behavior observed.
- Be sincere and genuine.
- Express personal appreciation for setting a good example for others.

❖ Use correcting feedback to decrease at-risk behavior:

- Give it one-on-one and privately.
- Give it as soon as possible.
- Begin with acknowledgment of safe behaviors observed.
- Identify the at-risk behavior observed.
- Specify the safe alternative.
- Indicate concern for the person's welfare.
- Request commitment to avoid the at-risk behavior.



# HELP

---

❖ Humor

❖ Listen

❖ Esteem

❖ Praise



**The End**