

BEHAVIOUR

ACTION

TIPS FOR SWI

EXCEPTIONAL BEHAVIOURS

Sets the standard for others

REWARD

- Provide positive feedback to the person during the SWI

After the SWI

- Consider whether the behaviour deserves a nomination in ARTC's reward and recognition program
- Communicate the positive experience to the person's leader

EXPECTED BEHAVIOURS

Consistent with stated expectations

RECOGNISE AND REINFORCE

- Reinforce and recognise the person's behaviour and performance during the SWI

SIMPLE ERRORS

Product of our current systems or behavioural choices and being human (slips, lapses, mistakes)

EXPLORE REASONS & IDENTIFY ALTERNATIVES

- Ask open questions to explore why the error has occurred
- Ask open questions to understand the rationale (if any) for the demonstrated behaviour
- Ask open questions to help the person understand the error
- Discuss potential consequences of that behaviour
- Discuss other methods/options available
- Discuss improvements to procedures
- Gain commitment for change in behaviour/action to address the error

AT RISK BEHAVIOURS

A choice; risk believed to be insignificant or justified, reoccurring mistakes, routine violation or should have known better

EXPLORE REASONS & WILLINGNESS TO CHANGE

- Ask questions to understand the rationale (if any) for the demonstrated behaviour
- Provide effective feedback
- Discuss potential consequences of that behaviour
- Discuss other methods/options available
- Discuss improvements to procedures
- Gain commitment for immediate change in behaviour/action, otherwise escalate to leader

RECKLESS BEHAVIOURS

Deliberately breaking rules with a disregard for consequences to self or others (personal gain)

STOP SWI & WORKS ON SITE

- Stop work being conducted and ensure the work site is safe for all workers
- Advise person's leader immediately

T**TAKE THE TIME TO PLAN****STOP AND THINK****Logistics:**

- What is the work being undertaken?
- What are the requirements?
- What work are you likely to see?
- Have you checked what's in the work method statement?
- Have you spoken to the site supervisor?

Self Check:

- Do you have any assumptions about the worker/worksite?
- What intention, body language, tone and words will make this interaction open and successful?

R**REMIND THE TEAM WHY YOU'RE HERE****INTRODUCE YOURSELF****Remind them of the purpose**

- Raise awareness of hazards
- Find out from you what is going right, and what can be improved
- Discuss safer ways of working when observed
- It is NOT an audit or a performance management tool

A**AWARENESS OF RISKS****Build awareness of the risks:**

- What tasks are you doing today?
- What are the risks onsite today?
- What have you done to control those risks?
- What hazards are you controlling/experiencing today?
- What is it about the current process that is working well?

Recognising Exceptional and Expected Behaviours:

- I noticed you... [describe the behaviour], that's a great way of [associated positive outcome]!

Explore Options and Give Feedback for Simple Errors and At Risk behaviours:

- I noticed [behaviour], can you help me understand the reasoning for this?
- What could you do/could be done to make your way of working safer?

C**CONSIDER TWO-WAY IMPROVEMENTS****Getting Improvement Suggestions:**

- Is there anything you may change about this process to improve safety/manage hazards?
- Have you seen a better process, technique or equipment used elsewhere?

Communicate and get commitment:

- Reinforce positive behaviours
- Recap any agreed actions or commitments
- Share what happens next with the individual/team
- Acknowledge and thank

K**KEEP TRACK OF WHAT WAS OBSERVED****Enter Data in "The App" or form – exclude names and roles**

Keep in mind that other people reading the SWI entries won't know the context of your conversations so provide sufficient detail

Did you see something good (or an area for improvement) that you should tell the leader about?**S****SHARE FEEDBACK & CLOSE THE LOOP****Look at monthly reports and trends from Safety team:**

- Common and emerging worksite risks
- Positive behaviours and suggestions for improvement
- Report back to the supervisor or person you interacted with about any changes made as a consequence of the SWI