

Behavior and Observation

I INTENT

To identify and recognize positive behavior, eliminate substandard acts (at-risk behaviors) and promote continuous improvement.

2 MS 6.0 - PERFORMANCE REQUIREMENTS

MS 6.1 - Behavioral Observation Techniques

All facilities shall have a system to identify both “more safe” and “less safe” behaviors in the workplace, which incorporate the following:

- Communicate expected practices of the work to be performed;
- Communicate expected behaviors in interaction with others;
- Observe and record behavior during work performance;
- Provide training for and participation by personnel and management;
- Evaluate gaps between observed and desired behavior;
- Provide direct feedback, both positive and constructive, to person(s) being observed;
- Reinforce appropriate behavior.

MS 6.2 - Communication

Communication of desired and observed behaviors shall include the following methods:

- One-on-one communication;
- Written communication (e.g., score cards, newsletters, memoranda);
- At-the-scene coaching and reinforcement;
- Progress reports and data posting;
- Group communications (e.g., Safety Journey Workshops and Vital Behaviors sessions, pre-start meetings, safety and other functional meetings etc.).

MS 6.3 - Information Collection and System Monitoring

Information collected through employee observations shall be recorded. Behavioral Observation information shall be analyzed for the purpose of targeted behavior modification and constructive feedback to employee(s). This includes personnel whose work takes them into the community. Behavioral Observation Analysis shall be communicated for the purpose of professional development and awareness, trend analysis and/or training needs. Feedback from stakeholders such as compliments, concerns and complaints shall be recorded.

MS 6.4 - Communication

Facilities shall:

- Establish targets for the Behavioral Observation program to continually improve desired behaviors and reduce substandard acts;
- Develop and implement training strategies to maximize use and acceptance of observation systems;
- Have a formal program that recognizes and rewards achievement of goals and positive behaviors;
- Periodically assess the Behavioral Observation System against KPIs.