



Reinforcement and Recognition



People are more effectively motivated by positive reinforcement than with negative consequences.

Positive reinforcement can be formal (reward, symbolic recognition, public recognition, etc.) but it is often most effective when leaders see people doing right things.

Reinforcement and Recognition is the process of:

- Using formal and informal positive feedback and rewards.
- Recognizing and reinforcing behaviors and actions that contributes to good health and safety performance.

How it works

Using Reinforcement and Recognition

Reinforcement and recognition that is delivered in a positive manner, soon after and on a consistent basis relative to desired behaviors, is most reinforcing. Comments and actions delivered in a negative, delayed and uncertain manner are much less likely to motivate workers to pursue the desired behavior. This does not mean reprimands aren't important. Rules and procedural violations must be assessed by management and addressed in an appropriate, consistent manner.

Positive recognition reinforces safe behaviors, improves attitudes and personal value. When positive reinforcement is genuine it also reflects positively on the leader. Positive reinforcement helps create engaged workers (those aligned with the company's values and mission) and not just motivated workers (those who work hard to achieve personal gain through the company).



Flow of the Process

The practice of reinforcing and recognizing positive behavior lends great support to good health and safety performance. Celebrating success can be on an individual or collective basis. A process of consistently reinforcing positive efforts can be used as an aid to when progressive counseling is needed to address health and safety non-conformities.

- Establish a formal process to reinforce and recognize employee safety and health performance, involvement in proactive activities, and reinforcing safe behaviors, etc.
- Establish an informal, but ongoing, process that encourages all manager/leaders to conduct one-on-one interactions to build relationships and provide positive reinforcement.
- Link reinforcement and recognition to behavior optimization.

MODULE



Workbook Materials For Module 9

Reinforcing and recognizing positive actions and performance is a key factor in establishing an operator’s emphasis toward good health and safety performance. People are motivated by positive reward and when good efforts are consistently and timely recognized, it will pay great dividends to the worker aligning with the company’s mission and goals.

Positive Behavior Reinforcement and Recognition

Establish a formal process to reinforce and recognize employee safety and health performance, involvement in proactive activities, and reinforcing safe behaviors, etc.

Responsible Persons:

Team Leader: _____

Members: _____

Management Plan: (example: Supervisor to individual, site wide safety initiative)

Employee Action to Reward:

(example: H&S Performance, Near Miss Reporting, Safe Action Recommendation, etc.)

Recognition Timing: (example: Immediate, Monthly, Quarterly)

Type of Recognition:

(example: Verbal reinforcement, Pier announcement, monetary reward)

Method to Deliver:

(example: Informal (personal) or Formal (company recognition))

MODULE



Management/Leader Coaching

Establish an informal, but ongoing, process that encourages all manager/leaders to conduct one-on-one interactions to build relationships and provide positive reinforcement.

Responsible Persons:

Team Leader: _____
Members: _____

Coaching Process:

Manager/Leader:

Name: _____
Position: _____
Work Group/Crew: _____

Coach:

Name: _____
Position: _____
Work Group/Crew: _____

Schedule:

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Process Auditing

Link reinforcement and recognition to behavior optimization

Auditing Committee:

Team Leader: _____

Members: _____

Auditing Process:

Review Schedule: (Date and/or Frequency)

Subjects (Persons) to Audit:

Expected Outcomes:

