

October 2015. Constructive approaches facilitate the effectiveness of corrective reminders regarding safety issues.

Pointing out unsafe behavior can be tough. No one enjoys being told they are doing something wrong. Here are a few ideas to make speaking about behavior and worksite safety issues more palatable:

- Make the correction a 'sandwich.' Tell the workers something positive, then mention the problem, and finish up with something positive.
- Approach people with a positive demeanor. Compose your features into a neutral or pleasant expression so you are not frowning/scowling. Start the conversation with something 'light' or positive. The goal is to change behavior not punish.
- Don't raise your voice. When you yell people pay more attention to your volume than to the message. Stay calm and keep your voice at a normal level. That way, what you say and the instructions you give are more likely to sink in. Speak kindly.
- Let them tell their story. Let the person explain why they violated a safety rule. You can use what they say to frame your response. If you listen first others are more likely to listen to you. You can also ask them if you can do anything to help them work safer next time. For something like not using the correct ladder, it may be that enough ladders aren't available or they are stored in a remote location, situations that can be changed.
- Give plenty of praise. Generally there are more positive things occurring than negative. Notice the positive behaviors first and praise people often. That way when criticism is called for it won't seem so bad.

Richard Hawk. "Corrective behaviors and reminders; How to approach people."

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