



SAFETY MONDAY

January 23, 2012

Dealing with Good and Bad Behaviors

“Whatever behaviors you recognize get repeated”

In the ongoing effort to identify and reduce bad behaviors that can lead to accidents and injuries, many forget that recognizing good behavior can be a powerful motivator. When a manager or supervisor publicly recognizes safe behavior, either through an incentive/reward program or simply by acknowledging it at a meeting, other employees will likely seek to copy that behavior in order to receive similar recognition. Younger employees in particular want to be recognized for their contributions.

We still need to observe on the route and elsewhere and identify the bad behaviors (e.g., riding on the step when truck is backing, not wearing PPE or safety belt, improper cell phone use, driving too fast), and coach our front-line workers to change those behaviors. But it is increasingly clear that recognition and rewards are powerful motivators for reducing accidents and injuries in the workplace.




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