

BALANCE

BALANCE

Culture
of
Success

BALANCE

Experience



BALANCE

Experience



Knowledge

BALANCE

Experience

Focus



Knowledge

BALANCE

Experience

Focus

Culture
of
Success

Pace

Knowledge







Identifying Cultural Hazards

Four Clues That Your Client Is Out of Balance

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Clue #1

**“Management won’t do
anything until someone gets
hurt.”**

BALANCE

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BUILD TRUST



SUGGESTION FORM

Your Ideas Count!

Suggestion: _____

LET'S CREATE A
SAFER
WORKPLACE
TOGETHER



Turn In Your Suggestions Today

A Consistent Approach

1. Is there a reasonable potential for:

- **Electrocution;**
- **Suffocation;**
- **Asphyxiation;**
- **Engulfment;**
- **Poisoning;**
- **Falling from a height of more than six feet; or**
- **Having the head or entire body crushed by machinery, equipment, or suspended loads?**

A Consistent Approach

2. Is there a reasonable potential for fire, explosion, or large chemical release?
3. Is there a reasonable potential for the amputation of a limb or digit?
4. Is there a reasonable potential for back, shoulder, arm or leg muscle strain?

A Consistent Approach

5. Is there the potential for this situation to occur:

- Several times each day
- Daily
- Weekly
- Monthly
- Annually; or
- Only once.

Build Trust

**Consistent
Approach**

+

**The 3 E's of
Success**

Keys To Creating Success



Expect



Exhibit



Emphasize



BBS
SCORECARDS

BBS

Our Values

- Accountability
- Transparency
- Excellence
- Innovation
- Integrity
- Teamwork
- Customer Delight
- Loyalty
- Respect
- Discipline
- Reliability

We Know What We Know

We Know What We Know

Pin down the other person's thumb as many times as you can in 30 seconds.

We Know What We Know

Lessons Through Experience

Learned, usually quickly, by participating in or witnessing an event so significant that it changes the way we think and behave.

Lessons Through Effect

Learned, usually over time, by the reinforcement of consequences arising from a specific behavior.

Our Values

- Accountability
- Transparency
- Excellence
- Innovation
- Integrity
- Teamwork
- Customer Delight
- Loyalty
- Respect
- Discipline
- Reliability

Living Our Values

“It is not hard to make decisions when you know what your values are.”

- Roy Disney

Build Trust

**Consistent
Approach**

+

= 2-WAY TRUST

**The 3 E's of
Success**

Clue #2

**“I can’t believe your employee
would do something so
stupid!”**

BALANCE

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of
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Knowledge

**CREATE
ACCOUNTABILITY AND
RESPONSIBILITY**



Demonstrating Accountability and Responsibility

- Medical assistance
- Return to work

Clue #3

“I just knew that someone was going to get hurt doing that!”

BALANCE

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CONSTANT EVALUATION

The “Be Safe” Mentality



The unintended consequence of the OSHA Recordable Injury and Illness Rate.

The “Be Successful” Mentality

- **Be Aware**

STATE
SPEED
LIMIT

55



The “Be Successful” Mentality

- **Be Aware**
- **Be Present**

Being Present

- **Create opportunities for contact**
- **Make contact purposeful**
- **Listen**
- **Give high impact feedback**
 - **Specific positive reinforcement**
 - **Coaching**
 - **Redirecting Behavior**

The “Be Successful” Mentality

- **Be Aware**
- **Be Present**
- **Be Balanced**



Your Employee Should Not Hear

- **Since we are behind, . . .”**
- **Just this one time, . . .”**
- **This is an emergency, . . .”**

EMERGENCY FEED ON
THE SIDE, TURN KNOB

ALIMENTATION D'URGENCE
TOURNER LE BOUTON
SUR LE CÔTÉ





Clue #4

**“You had a lost time!!! Well,
what are you going to do
about it?”**

BALANCE

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Focus

Culture
of
Success

Pace

Knowledge

The Common Response

Corrective Action

- Retrain
- Discipline

What's the Trigger?

Experience

Focus

Personal
Balance

Pace

Knowledge

The Common Response

Corrective Action

What Does It Address?

- Retrain
- Discipline

The Common Response

Corrective Action

What Does It Address?

- Retrain \longrightarrow Knowledge
- Discipline

The Common Response

Corrective Action

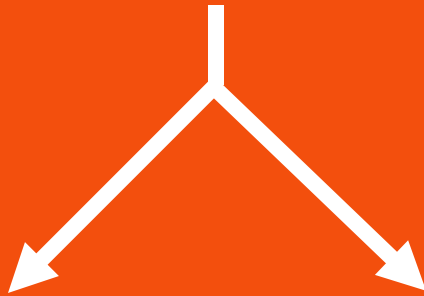
What Does It Address?

- Retrain → Knowledge
- Discipline → ??????

**TAKE APPROPRIATE
ACTION**

Incidents Happen Due To:

Hazardous Conditions



Unrecognized

Uncorrected

Hazardous Acts

Unable

Unaware

**Improperly
Motivated**

Simple Questions

UNAWARE

- Analysis
 - Have you completed this task before?
 - Tell me what the procedures are.
- If they don't know
 - Reevaluate the training process
 - Retrain the employee

UNABLE

- Analysis
 - Can you show me how you complete this task?
 - Observe the employee completing the task.
- If they physically can't do it
 - Reevaluate the process
 - Reevaluate the employee's role

Improperly Motivated

- **Culturally-induced Behavior**
- **Consistently Inappropriate Behavior**
- **Inconsistent Behavior**

Who Has The Influence?

Experience

Focus

Personal
Balance

Pace

Knowledge

Perpetuate The Cultural Causes

**Action For The
Sake Of Action**

**No Action When
Action Is Warranted**

Inconsistent Corrective Actions

Unclear Expectations

What Do You Make?

Starting today, what
are you going to do
differently?

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