

FACILITATING



Giving and Receiving Feedback

PUSH OR "MOVING AGAINST" PERSUADING

Proposing

"I propose that..."

"I have an idea. Let's..."

Reasoning

"The reasons are..."

ASSERTING

Proposing

"I want you to..."

"I need you to..."

Positive Evaluation

"It really helps me when you..."

Negative Evaluation

"What's not working is..."

Incentive

"I will offer A, if you can offer B..."

Pressure

"I will be forced to do A if you can't do B"

PULL OR "MOVING WITH" BRIDGING

Involving

"What are your thoughts on...?"

Listening

"It sounds to me like your main concern is..."

"If I understand you correctly, then..."

Disclosing

"I really need to help you on this..."

ATTRACTING

Finding Common Ground

"I see we agree on..."

Sharing Visions

"Picture this..."

MOVING AWAY (Disengaging)

Postponing

"Let's do this later..."

Changing the subject

"I am uncomfortable talking about this..."

Taking a Break

"I can see us feeling refreshed after..."

Exploring

"What if we changed the way we look at...?"

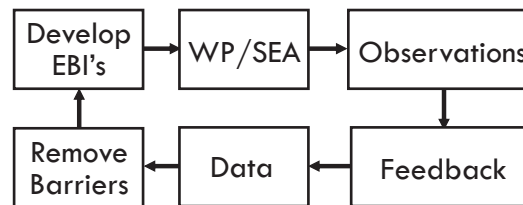
ELIMINATING



When at risk behavior is identified, ELIMINATE it.

When hazards are identified, REMOVE them.

The Components of L.I.F.E.



As these operational processes are executed, there is an increase in eliminating at risk behavior.



LOOKING

INTERVENING

FACILITATING

ELIMINATING

TO ALL EMPLOYEES:

The objective of the L.I.F.E. Behavioral Based Safety process is to reduce accidents and injuries. Our ultimate goal is to have ZERO injuries.

Employees are responsible for developing, implementing, and operating the L.I.F.E. process. We are responsible for safety and the success of our process. We have management's commitment and support in L.I.F.E. as we strive to insure that all employees go home safely.

As we all work toward the goal of improved safety through participation in the L.I.F.E. process, we will have a safer workplace and fewer injuries. Everyone is a winner when it is done safely. It is our hope that all workers want to go home safely and be provided with feedback on their safety performance.

WHAT IS L.I.F.E.?

L.I.F.E. is a behavioral based safety process. It is based on the principle that if you reduce your risk or exposure to risk, you increase your probability of improving safety performance. The key is to take action prior to incurring injuries and incidents.

L.I.F.E. is an employee driven safety observation process. L.I.F.E. is one of our means for improving safety awareness and reduction of accidents and injuries.

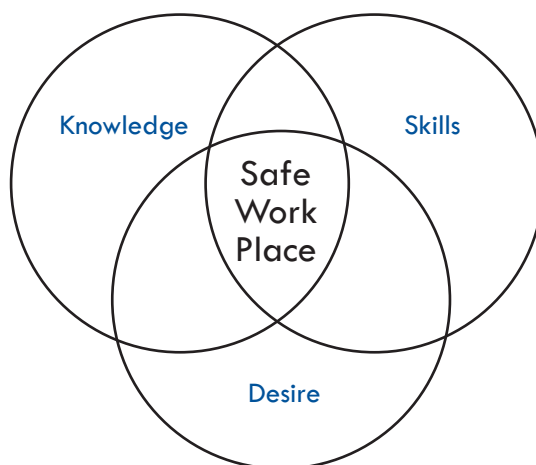
LOOKING



What are the Tools?

- WP/SEA
- WP/SEA Observation Checklist
- Risk Assessment

COMPONENTS OF SAFETY



KNOWLEDGE

Classroom Training

SKILLS

Practical Application as "On the Job" Training is Implemented

DESIRE

Human Factor within the Individual

INTERVENING



in-ter-vene

-verb (used without object), -vened, -ven-ing

1. to come between disputing people, groups, etc.; intercede; mediate.
2. to occur or be between two things.
3. to occur or happen between other events or periods:
4. (of things) to occur incidentally so as to modify or hinder.
5. to interfere with force or a threat of force.

TRIGGERS FOR INTERVENTION:

- When personal conflicts occur
- Individual violation of GIS Safety manual, government rules or regulations
- When potential injury appears imminent

I CHOSE TO LOOK THE OTHER WAY

I could have saved a life that day,
But I chose to look the other way
It wasn't that I didn't care,
I had the time, and I was there.
But I didn't want to seem a fool,
Or argue over a safety rule.
I knew he'd done the job before,
If I called it wrong, he might get sore.
The chances didn't seem that bad,
So I shook my head and walked on by,
He knew the risk as well as I.
He took a chance, I closed my eye
And with that act I let him die.
I could have saved a life that day
But I chose to look the other way.
Now every time I see his wife,
I'll know I should have saved a life.
That guilt is something I must bear,
But it isn't something you need to share.
If you see a risk that others take,
That puts their health or life at stake,
The question asked, or thing you say,
Could help them live another day.
If you see a risk and walk away,
Then hope you never have to say,
I could have saved a life that day,
But I chose to look the other way.