

STOP – WORK - AUTHORITY

STOP

To avoid an incident from happening.

- **KEY:** Implies an Action will also be taken in response!
Requires we "See Something, Say Something, Do Something."
 - **KEY:** "Exercise" it ... develop a healthy STOP Muscle.
 - **KEY:** Make Identifying and Mitigating hazards a **habit**.
 - o Have to see it to STOP it.
 - o Need to anticipate it at times as well – when hurried, pressured, fatigued, things are changing around you, etc.
- AND ... when your "spidey-sense" goes off -
"No, something didn't feel right at the time, but we kept on going."



WORK

Whatever the task.

- **KEY:** Apply at work, home, AND play.
 - o If Safety is a Core Value, then we live it out everywhere we go.

Exercise:

List a few examples of at-risk behaviors performed during common, everyday tasks that can cause serious injuries if not addressed.

4

(RESPONSIBILITY &) AUTHORITY

Responsibility – "It's your job..."

and Authority – "...to say 'No, I won't do that, under these circumstances.'"

- o With Reason/Reasoning: requires critical thinking. (Although might be hard to communicate for someone new!).
- o And with Action (willingness to be part of the solution if warranted).
- **KEY:** "We have your back..."
 - o "We (at management) will take the heat of frustrated clients."
 - o "We are OK with it, even if it hurts schedule or cost in the short run."
 - o "...even if you are wrong!"
 - Again, within reason.

Employees cannot be afraid of the client or leadership.
if they are, they won't exercise their authority.

5

Barriers (or, Why people Resist Change)

1. Lack of Understanding

- a. Don't really know WHAT is expected and WHEN.
- b. Don't really know the reasons WHY it's so critical.

2. A Felt Uneasiness

- a. Externally driven.
 - i. Stopping work in any way, in front of others, can be intimidating for new, or less experienced, or less confident employees.
 - Regardless of the front-line response, one or two levels up, our clients want our employees to STOP.
- b. Internally driven.
 - i. Entrenched At-risk Attitudes can get in the way: "Got to get 'done,'" or, "No big deal, it will only take a second," or "It's what we always do," etc.
 - ii. Fear/Worry can get in the way: "I'm not sure, what if I'm wrong?" or "What will others think/do?"

1. Lack of Trust

- a. Will my boss, project manager, other colleagues on site have my back?
 - i. Lack of trust rooted in:
 - "I'm new, I don't know if they have my back?"
 - Or
 - "I know they won't have my back, I've seen it before!"
 - ii. Again, we have to have their back, almost no matter what.

6

Take Action

One thing I learned during this session:

What we learned:

One specific thing I will do next: (What, Why, How, When/By When)
Tell someone for accountability purposes.

BRAUN
INTEGRITY

Page 9
