



TOP COMPLIANCE (Pty) Ltd

Your Business' Safety Is Our Concern

QSE B-BBEE - Level Four

www.topcompliance.co.za

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How to positively encourage safe behaviour

With health and safety interventions we tend to assume that information alone creates sustainable behavioural change. While this may make sense on an intellectual level, individuals need a more integrated approach: one that considers the complexities of deeply ingrained patterns.

Providing knowledge and guidance is vital. But motivation for behaviour change requires much more than providing tools for carrying out the behaviours. To ensure sustained behaviour change, programs need to engage with participants in ways that elicit their own goals, interests, and plans so that they can develop their own value for and interest in their own health and safety. When individuals feel deeply connected to the behaviours they are attempting to change, they may be more likely to push through tough times and sustain the behaviours in the long run.

A supportive environment is crucial. Changing behaviours can at times feel threatening to others, or it can shake up the rhythms of how a person interacts with family, friends, co-workers, and other important relationships. Renegotiating change also takes time and some diplomacy. Building strong alliances of support and being able to address those who create roadblocks goes a long way to ensuring sustainable change.

Psychological research has shown us time and time again that positive reinforcement is the single most powerful tool in our arsenal for eliciting and maintaining desired behaviour. Strategic use of positive reinforcement is effective and highly cost-efficient.

Positive reinforcement is defined as any action that follows a behaviour and makes it more likely that the behaviour will occur again. An easy way to understand this is to think of something pleasant being added to a situation. In the workplace, acknowledging employees for adhering to safe practices is an easy and powerful form of positive reinforcement. A simple sincere "I saw how you assisted your colleague to use the ladder safely – Thank you", will go a long way to encourage health and safe working behaviours. Someone else's silent gratitude is not worth much to us. As human beings, we crave and respond to positive feedback.

To monitor risk, we must have awareness of how people are performing with respect to many discrete and routine tasks. Staying safe depends on doing the right thing all day every day, even when nobody is looking. Staying focused on the "little things" requires frequent reminders and reinforcements. In the absence of such feedback, human beings naturally drift away from safe practices and use of error prevention tools. To stay safe, we need others to notice and reinforce proper adherence to safety expectations.

Remember, genuine praise has tremendous value for employees: A national survey of over 2,000 people once documented that more than two-thirds of the workers said that praise and recognition from their bosses was more

motivating than money. This Gallup Poll indicated that 80 percent reported that praise and recognition motivated them to do a better job.

Make It Matter

Praising people haphazardly does not work. In fact, false praise can be discouraging. People know when others are shining them on and wonder what is wrong with them to warrant disingenuous acts. As the proverbial saying goes, “False praise stinketh.” In contrast, positive reinforcement builds confidence when it is:

- Tied to observation and fact.
- Occurs close in time to the act.
- Spells out what was observed and why the action is worthy of praise.

People take notice when a senior leader walks the shop floor and makes a comment like, “I appreciate you wearing your safety goggles because we’re trying to reduce eye injuries by 50 percent by the end of the year.” Or “I heard you ask for clarification about what is on your job card. If more people demonstrated a questioning attitude like yours, we could reduce the rate of rework. That would provide more money for year-end bonuses.”

In proper measure, praise generates openness to change. Noticing and praising safe behaviour does not just happen. It does not even come naturally. As human beings, we are conditioned to scan the environment for things that are wrong or out-of-place. Our natural tendency is to criticize or punish. We are prone to give negative or corrective feedback. There is a time and place for both positive reinforcement and corrective feedback. However, it is important to understand that:

- Positive reinforcement is more powerful than punishment for influencing or shaping behaviour.
- Corrective feedback is most effective when there is a history of ample positive reinforcement.
- The necessary ratio involves at least five positive interactions for every corrective one (5:1).

Positive reinforcement builds a relationship of respect and trust between supervisors and supervisees. It affects co-workers in the same way. The trust that builds is like money in the bank because it enables people to receive corrective feedback more effectively. People are more willing to believe and respond favourably to corrective feedback that is delivered by people who have a history of noticing what they do well.

Working through Initial Resistance

Regardless of the industry – public education, day care, healthcare, manufacturing, construction, or motor repair – supervisors invariably resist the use of positive reinforcement. It is common to hear comments like, “I shouldn’t have to reinforce employees for doing their job.”

It is helpful to have real-world evidence to make the case. For example, groups respond positively to learning that compared to their peers, teachers who use positive reinforcement in proper measure have students who exhibit fewer disruptive behaviours and achieve higher on standardised test scores.

It also is important to be prepared for the reality that managers face when they initiate systematic use of positive reinforcement. Most managers will find the process to be more challenging than expected. Initially, they will uncover a host of behaviours that need to be corrected. The process of looking for the positive also is likely to reveal that some employees are unfamiliar with the company’s safety standards, haven’t had sufficient training to appreciate their importance or don’t have the resources to perform as expected. Having a plan of action is critical.

A Plan to Build and Sustain a Culture of Safety

Companies with great safety records follow a defined process for building and sustaining a culture of safety. They:

- Set expectations – Tell people what you want to see.
- Educate – Give people the information and tools they need to be successful.
- Build accountability – Prepare managers and leaders to incorporate a proper measure of positive reinforcement into daily safety rounds.

Following this process is markedly different from holding people accountable. The latter is an approach that rests on constant supervision and punishment of undesirable behaviour. It is a losing proposition that involves daily grind that is not easy or rewarding. In contrast, building and sustaining a culture of safety includes a purposeful focus on the positive that is a daily priority. Over time, it becomes easy and fun.

Relentless use of the 5:1 positive reinforcement rule maintains widespread attention on safe and desirable actions. It may be your company's key to getting employees to mindfully do the right thing, even when nobody is watching. As the chief nursing executive of a large healthcare system once said about building accountability, "It's not about leaders being seen, but about what leaders are seen doing."

Sources:

https://foodsafetytech.com/feature_article/four-steps-for-utilizing-behavioral-science-to-control-exposure-to-covid-19/

<https://www.nature.com/articles/s41562-020-0884-z>

<https://www.ehstoday.com/safety/article/21915815/the-science-of-behavioral-safety-101-a-little-praise-goes-a-long-way>

<https://www.omadahealth.com/news/why-knowledge-alone-doesnt-create-behavior-change#:~:text=Human%20behavior%20is%20complex,in%20which%20these%20changes%20occur.>

Our Services:

Online virtual classroom training: <https://www.topcompliance.co.za/index.php/skills-development-head/virtual-online-classroom-courses>

- Safety Representatives role in the workplace and the understanding of Regulations for Hazardous Biological Agents in the time of COVID-19
- Safety representative training (OHS Act and SHERQ rep) Including COVID-19
- The Occupational Health and Safety Act & responsibilities of management
- Updated FIRST AID protocols for COVID-19 - **NEW**
- Food facility health & safety course
- Basic firefighting
- Basic firefighting with emergency action planning

COVID-19 specific

- COVID-19 Hazard Identification and Risk Assessment – Site specific
- COVID-19 Safe working procedures – Site specific
- COVID-19 Site specific screening registers
- COVID-19 PPE policies and procedures – Site specific
- COVID-19 Policies and procedures for contractors and clients
- COVID-19 Policies and procedures for management of ill staff of client
- COVID-19 Policies and procedures for submitting COVID-19 illness to Workman's Compensation.
- COVID-19 Induction training
- COVID-19 Awareness training

Personal Protective Equipment: <https://www.topcompliance.co.za/index.php/safety-shop>

- Gloves
- Hand Sanitizers
- Masks
- Face shields
- All first aid equipment

Some of our training courses can be done through our virtual classroom.

Certain types of Risk Assessments and audits will be done by means of virtual site visits using various means of technology to virtually visit the site.

For more information please contact – info@topcompliance.co.za

<https://www.topcompliance.co.za/index.php/products>



[Medical equipment](#)



[SANS Signage](#)



[Legal posters](#)



[Personal Protective Equipment](#)

Courses offered by Top Compliance (Pty) Ltd

<https://www.topcompliance.co.za/index.php/skills-development-head/training-calendar>

VIRTUAL CLASSROOM

Occupational Health and Safety Courses

FREE overview of COVID-19	07h45 – 09h00
Safety representative course specific for COVID-19 in terms of the OHS Act and Regulation for Hazardous Biological Agents	07h45 – 11h00
Safety Representatives role in the workplace and the understanding of Regulations for Hazardous Biological Agents in the time of COVID-19	07h45 – 16h00
OHS Act & SHERQ representative	07h45 – 16h00
The Occupational Health and Safety Act & responsibilities of management	07h45 – 16h00
Food facility health & safety course	07h45 – 14h00
Fire Fighting and Prevention Courses	
Basic firefighting	07h45 – 13h00
Basic firefighting with emergency action planning	07h45 – 15h00
First aid	

First aiders updated protocols for COVID-19 in terms of the OHS Act and Regulation for Hazardous Biological Agents	07h45 – 10h00
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First Aid Courses:		SACE CPTD points
First aid: Level 1	2 days	15
First aid: Level 2	3 days	15
First aid: Level 3	3 days	15
First aid: Level 1 & 2	3 days	30
First aid: Level 2 & 3	3 days	30
First aid: Level 1, 2 & 3	5 days	45
Child and infant CPR & choking	6 hours	0
Adult CPR & choking	6 hours	0
Adult CPR & choking and AED	1 day	0
Basic first aid equestrian grooms	1 day	0
Basic first aid domestic workers	1 day	0
Perform basic life support and first aid procedures	2 days	15
Provide risk-based primary emergency care/first aid in the workplace	2 days	15
Occupational Health and Safety Courses		
OHS Act & SHERQ representative	1 day	10
The Occupational Health and Safety Act & responsibilities of management	1 day	10
Apply health and safety at work area	1 days	10
Conduct workplace Occupational Health and Safety (OHS) inspections	1 day	10
Explain basic health and safety principles in and around the workplace	1 day	10
Food facility health & safety course	6 hours	0
Basic ladder safety	6 hours	0
Fire Fighting and Prevention Courses		
Basic firefighting	6 hours	10
Basic firefighting with emergency action planning	1 day	10
Basic firefighting with fire extinguisher practical	1 day	10
Basic firefighting and prevention in the equine industry	1 day	0
Demonstrate knowledge and use of hand operated firefighting equipment	1 day	10
Apply firefighting techniques	1 day	10

SKILLS PROGRAMS		SACE CPTD	Class days
First Aid Level 1,2 & 3 - HW/SP/1601190			
US 119567	Perform basic life support and first aid procedures	15	5 days
US 120496	Provide risk-based primary emergency care/first aid in the workplace		
US 376480	Provide first aid as an advanced first responder	-	
First Aider - HW/SP/1202005			
US 119567	Perform basic life support and first aid procedures	15	5 days
US 120496	Provide risk-based primary emergency care/first aid in the workplace		
US 13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace.	-	
First Aid (Basic) - HW/SP/150795			
US 119567	Perform basic life support and first aid procedures	15	4 days
US 9964	Apply health and safety to a work area		
Health, Safety and Fire Combination - HW/SP/1510179			
US 9964	Apply health and safety to a work area	10	5 days
US 119567	Perform basic life support and first aid procedures	15	
US 120331	Demonstrate knowledge pertaining to fires in working places	-	
Workplace SHE Rep - HW/SP/1510182			

US 9964	Apply health and safety to a work area	15	3 days
US 259639	Explain basic health and safety principles in and around the workplace		
First Aid and Safety Representative - HW/SP/1510183			
US 9964	Apply health and safety to a work area	15	4 days
US 119567	Perform basic life support and first aid procedures		
Safety Incident Investigation and inspections - HW/SP/1511233			
US 259617	Conduct an investigation into workplace safety, health and environmental incidents	10	2 days
US 259619	Conduct workplace Occupational Health and Safety (OHS) inspections		
First Aid and Firefighting - HW/SP/1511239			
US 120496	Provide risk-based primary emergency care/first aid in the workplace	15	4 days
US 13961	Demonstrate knowledge and use of hand operated firefighting equipment		
Fire and Rescue Skills Programme - HW/SP/1604338			
US 252250	Apply firefighting techniques	15	4 days
US 119567	Perform basic life support and first aid procedures	15	
Emergency First Aider - HW/SP/1605377			
US 119567	Perform basic life support and first aid procedures	15	5 days
US 120496	Provide risk-based primary emergency care/first aid in the workplace		
Safety Management - HW/SP/1601159			
US 9964	Apply health and safety to a work area	15	3 days
US 259639	Explain basic health and safety principles in and around the workplace		