



SURVIVING THE SHARP END

How Safety Professionals Can Coach and Motivate
Employees to Define, Seek, and
Achieve Personal Safety Excellence

October 10, 2024

JOINT TECHNICAL
SYMPOSIUM

In the News....

LOS ANGELES

Southern California Edison Sued For Wrongful Death By Widow Of Electrocuted Lineman

KCAL
NEWS

July 29, 2021 / 6:52 PM PDT / KCAL News

In the News....

LOS ANGELES

Southern California Edison Sued For Wrongful Death By Widow Of Electrocuted Lineman

KCAL
NEWS

July 29, 2021 / 6:52 PM PDT / KCAL News

NEWS > CRIME AND PUBLIC SAFETY

SCE worker dies in industrial accident

In the News....

LOS ANGELES

Southern California Edison Sued For Wrongful Death By Widow Of Electrocuted Lineman

KCAL NEWS

July 29, 2021 / 6:52 PM PDT / KCAL News

NEWS > CRIME AND PUBLIC SAFETY

SCE worker dies in industrial accident

Southern California Edison utility worker dies in explosion in Menifee

On Behalf of [Berger & Michelena](#) | Apr 15, 2021 | [Firm News](#)

In the News....

LOS ANGELES

Southern California Edison Sued For Wrongful Death By Widow Of Electrocuted Lineman

KCAL NEWS

July 29, 2021 / 6:52 PM PDT / KCAL News

NEWS > CRIME AND PUBLIC SAFETY

SCE worker dies in industrial accident

LOCAL NEWS

Worker killed in Paramount utility pole mishap identified

Southern California Edison utility worker dies in explosion in Menifee

On Behalf of [Berger & Michelena](#) | Apr 15, 2021 | [Firm News](#)

In the News....

LOS ANGELES

Southern California Edison Sued For Wrongful Death By Widow Of Electrocuted Lineman

KCAL NEWS

July 29, 2021 / 6:52 PM PDT / KCAL News

Home / News / Struck By Incidents / 2016 / 10 / California: SOCAL EDISON WORKER DIES AFTER BEING STRUCK BY CAR IN LANCASTER

California: SOCAL EDISON WORKER DIES AFTER BEING STRUCK BY CAR IN LANCASTER

NEWS > CRIME AND PUBLIC SAFETY

SCE worker dies in industrial accident

LOCAL NEWS

Worker killed in Paramount utility pole mishap identified

Southern California Edison utility worker dies in explosion in Menifee

On Behalf of [Berger & Michelena](#) | Apr 15, 2021 | [Firm News](#)

In the News...

LOS ANGELES

Southern California Edison Sued For Wrongful Death By Widow Of Electrocuted Lineman

KCAL NEWS

July 29, 2021 / 6:52 PM PDT / KCAL News

NEWS > CRIME AND PUBLIC SAFETY

SCE worker dies in industrial accident

LOCAL NEWS

Worker killed in Paramount utility pole mishap identified

Southern California Edison utility worker dies in explosion in Menifee

On Behalf of [Berger & Michelena](#) | Apr 15, 2021 | [Firm News](#)

UPI ARCHIVES JULY 15, 1985

An explosion that killed six workers and badly burned...

Home / News / Struck By Incidents / 2016 / 10 / California: SOCAL EDISON WORKER DIES AFTER BEING STRUCK BY CAR IN LANCASTER

California: SOCAL EDISON WORKER DIES AFTER BEING STRUCK BY CAR IN LANCASTER

In the News...

LOS ANGELES

Southern California Edison Sued For Wrongful Death By Widow Of Electrocuted Lineman

KCAL NEWS

July 29, 2021 / 6:52 PM PDT / KCAL News

NEWS > CRIME AND PUBLIC SAFETY

SCE worker dies in industrial accident

LOCAL NEWS

Worker killed in

Southern California Edison utility worker dies in explosion in Menifee

On Behalf of [Berger & Michelena](#) | Apr 15, 2021 | [Firm News](#)

UPI ARCHIVES JULY 15, 1985

An explosion that killed six workers and badly burned...

Southern California Edison electrical worker suffers work-related death in Barstow



Rene Ray De La Cruz
Victorville Daily Press

Published 3:06 p.m. PT Jan. 19, 2023 | Updated 5:04 p.m. PT Jan. 20, 2023



Motivational Interviewing

Defined

Essential for Personal Preparation

Proven approach to Chronic disease mitigation

Proven approach to Total Worker Health (TWH)

Drives Organizational Safety Performance

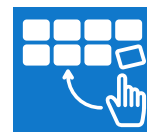
Motivational Interviewing



Strengthens worker motivation and commitment



An Invitation Only process / Not Blame and Shame



Systematically deployed / Individually chosen



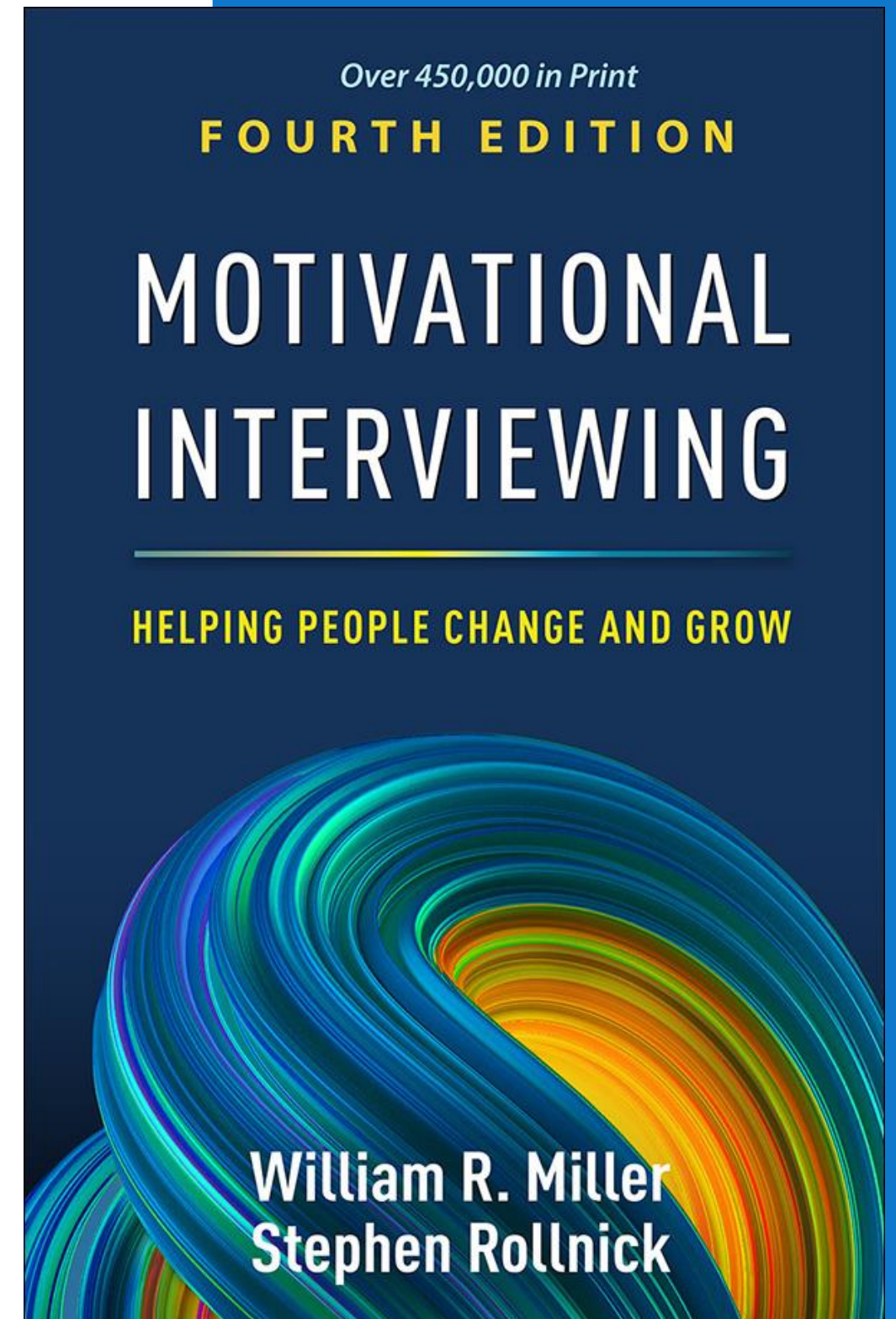
Requires Safety Representative patience and maturity



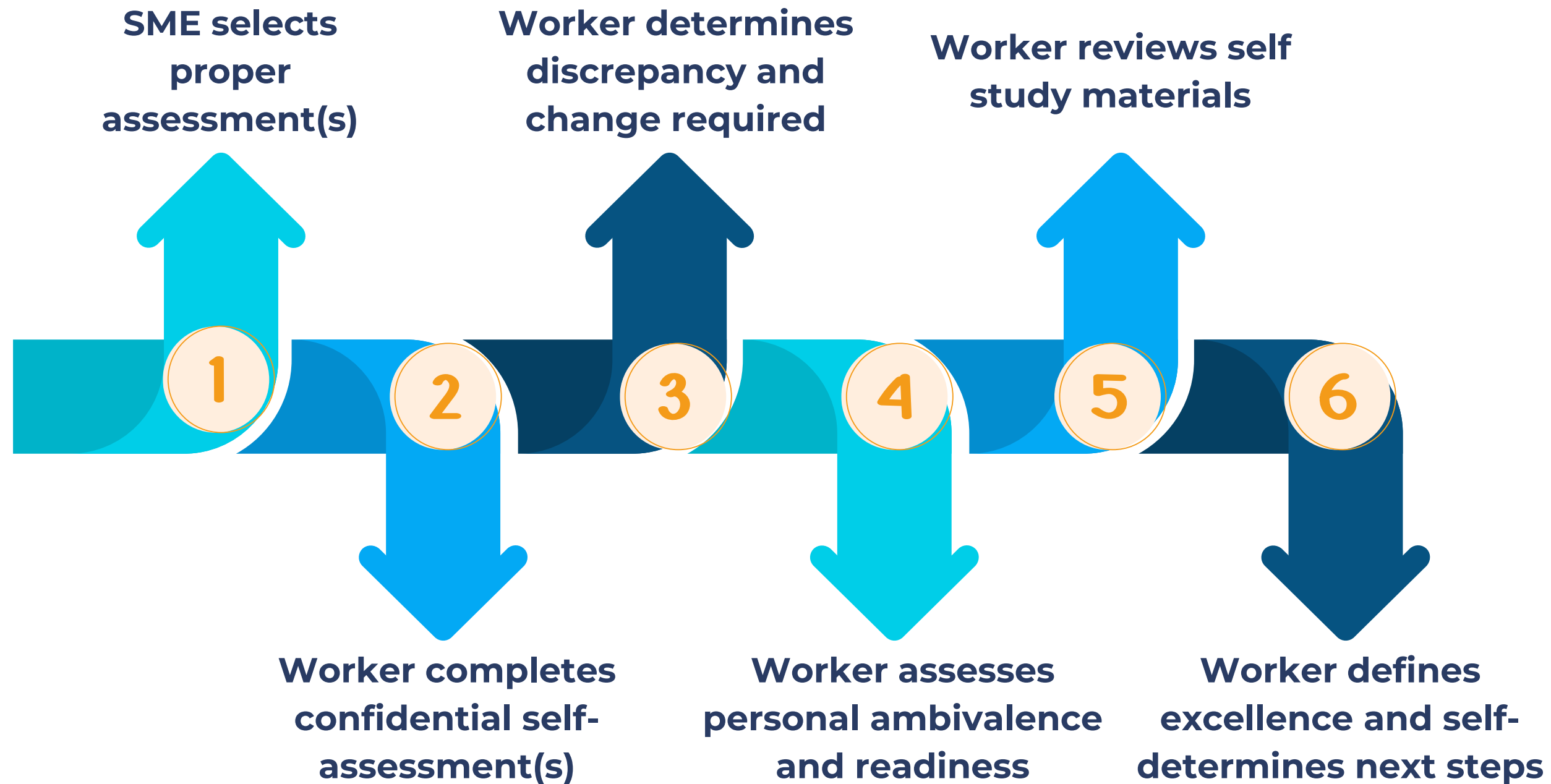
Cultural intervention that requires Choice Architecture design



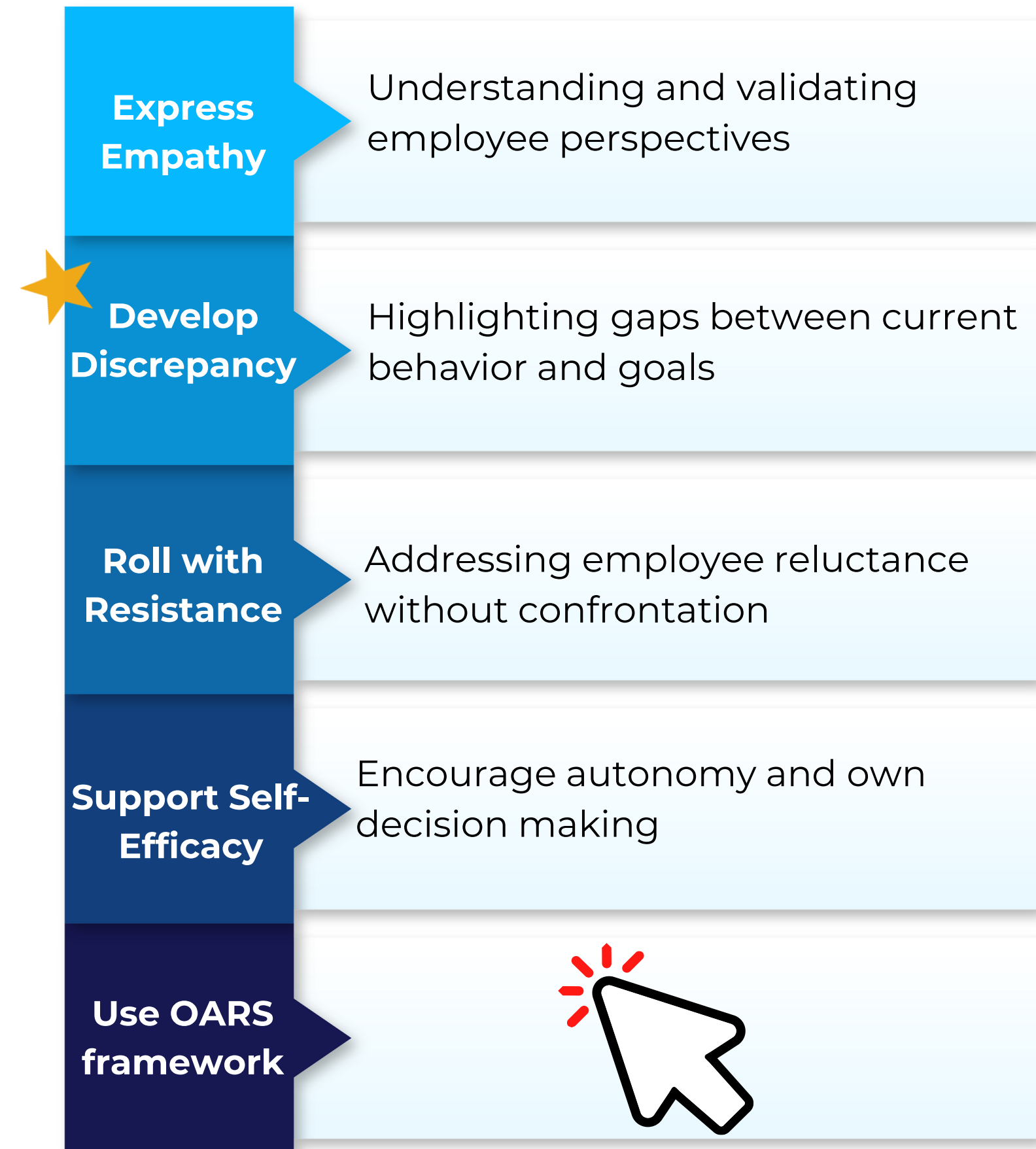
100% Worker Responsibility + 100% Organization Responsibility



How Does it Work?



Steps to Motivational Interviewing



OARS Framework

Open-ended questions

encourage detailed responses

Affirmations

recognize strengths and efforts

Reflective listening

demonstrate understanding

Summarizing

clarifying and confirming key points

Human Organizational Performance (HOP)

1. People make errors.
2. Error-likely situations are predictable.
3. All human actions are influenced by the context in which they occur.
4. Operational upsets can be avoided.
5. Our response to failure matters.

Motivational Interviewing Effectiveness



35% improvement in Rule Compliance

In a study by the U.S. National Institute for Occupational Safety and Health (NIOSH), MI interventions led to a significant reduction in unsafe work practices, with improvements of up to 35% in rule compliance in construction settings.

15% Reduction in Safety Incidents

A large oil and gas company used MI to shift its safety training approach. After the MI-based intervention, there was a 15% reduction in safety incidents and a notable improvement in workers taking personal responsibility for safety practices.

25% increase in Safety Adherence

Hospitals implementing MI to improve hand hygiene and PPE compliance reported a 25% increase in safety adherence, significantly reducing the risk of infection for both patients and staff.

“The system whispers before it screams”

People are the **solution** - not the problem

**How many of you are EXCELLENT
drivers?**

**To what degree were you
responsible for driving here safely?**

On a scale of 1 to 10 how safe were you?

On a scale of 1 to 10 how safe were you?

Why didn't you say 5?

On a scale of 1 to 10 how safe were you?

Why didn't you say 5?

What would it take for you to say 9?

**If you assume some responsibility...
then you have to assume the
burden of preparation for that
degree of responsibility**

Stages of Personal Preparation

Clear feedback / Define Standard



Choose excellence

Stages of Personal Preparation

Address Weak Areas



Choose excellence



Focus on Process

Stages of Personal Preparation

Accept the Challenge



Choose excellence



Focus on process



Self-motivate

Treating Pathology (illness) in the US

70% is chronic

diet, inactivity, heart disease, stroke, diabetes



Patient Responsible

30% is acute

infections, birth defects, Rubella, Measles, Influenza



Dr Responsible

Treating Pathology (illness) in the US

70% is chronic

diet, inactivity, heart disease, stroke, diabetes



Patient Responsible



**Treated with Lifestyle
Medicine
Health and Wellness Coaching**

30% is acute

infections, birth defects, Rubella, Measles, Influenza



Dr Responsible



**Treated with Traditional
Medicine**

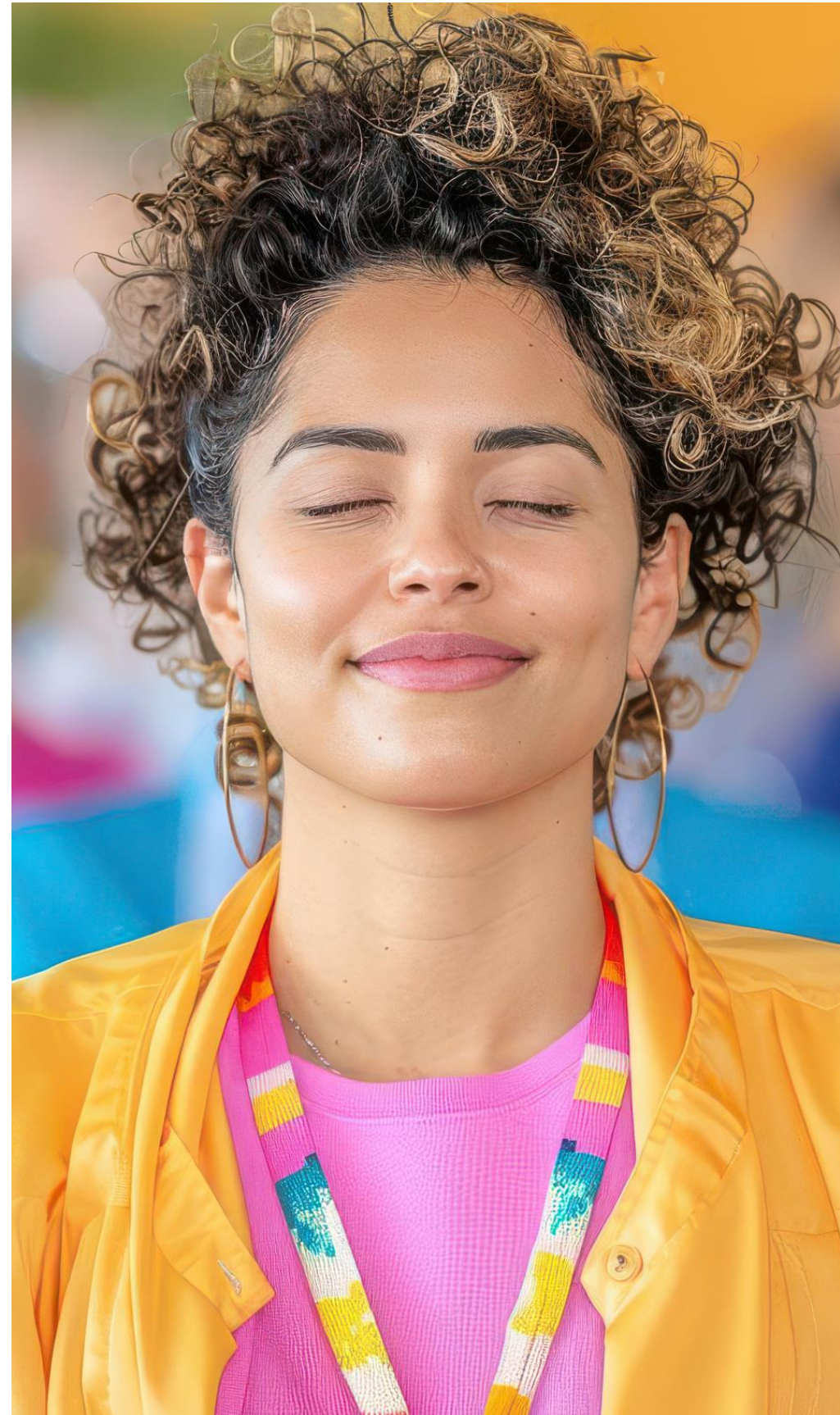
Motivational Interviewing Role in Total Worker Health

Clarifying Definitions

Total Worker Health

Policies, programs, and practices that integrate protection from work-related safety and health hazards with promotion of injury and illness-prevention efforts to advance worker well-being.

TOTAL WORKER HEALTH™



Safety (OSHA) –

Fewer hazards, reduced exposures, and fewer injuries, illnesses, and fatalities; increased employer and worker awareness

Health

The state of complete physical, mental, and social well-being and not merely the absence of disease, or infirmity

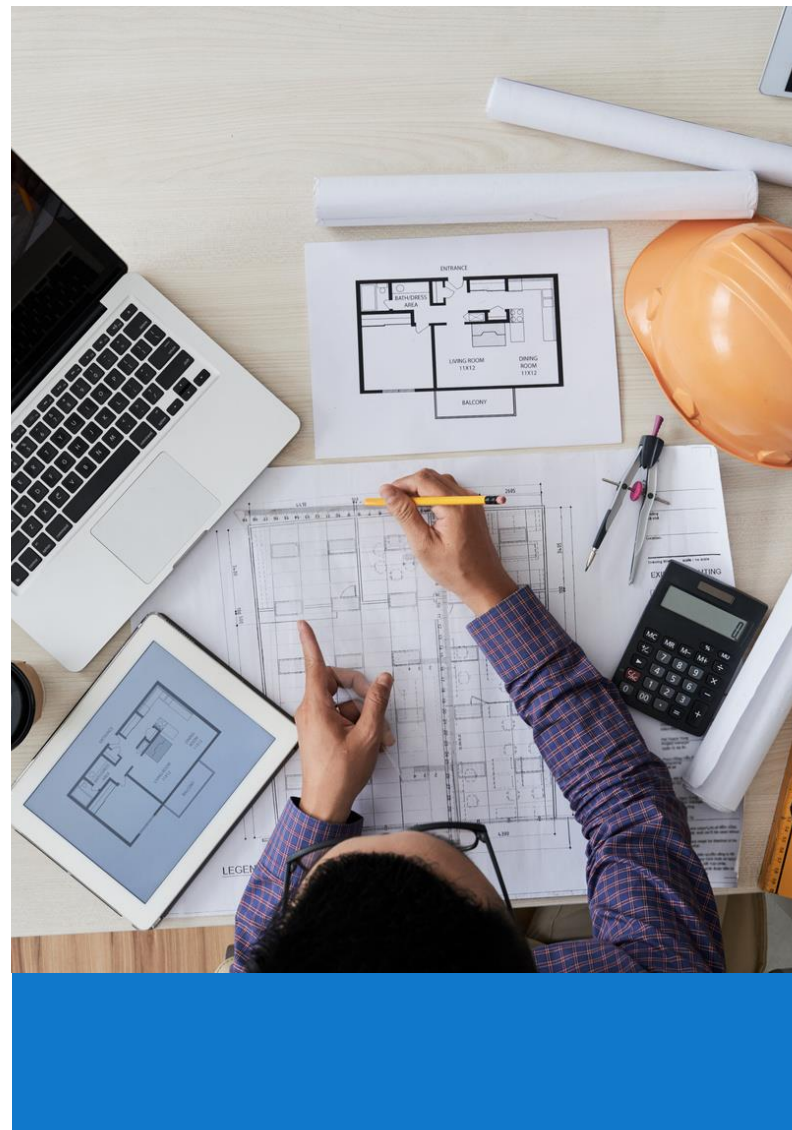
Wellness

An active process through which people become aware of, and make choices toward, a more successful existence

Total Worker Health (OSHA)

Reciprocal & Inseparable

Safety

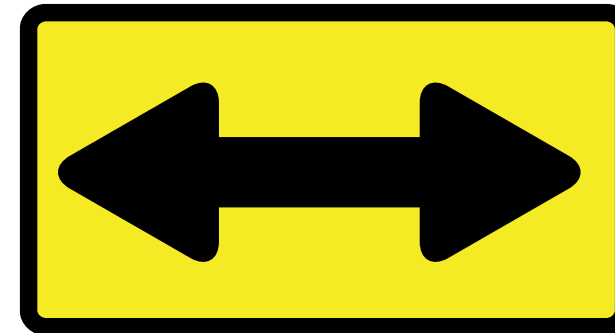


WORK

Health & Well-being

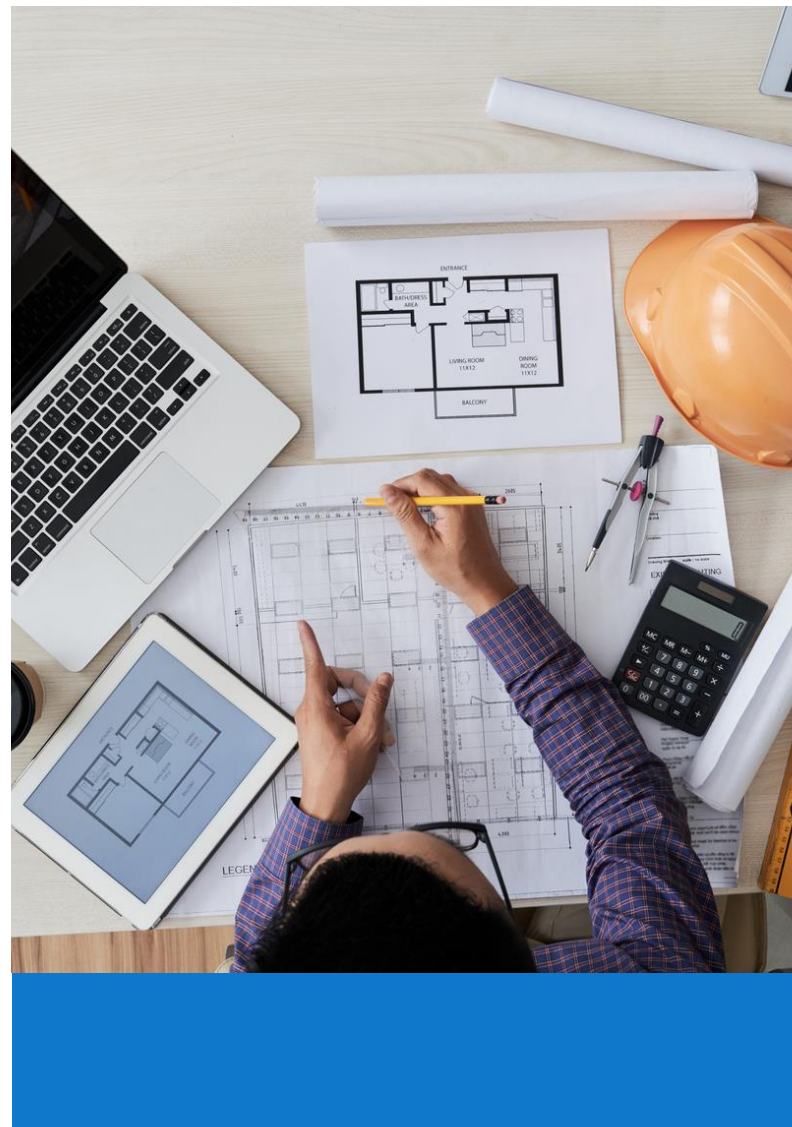


HOME

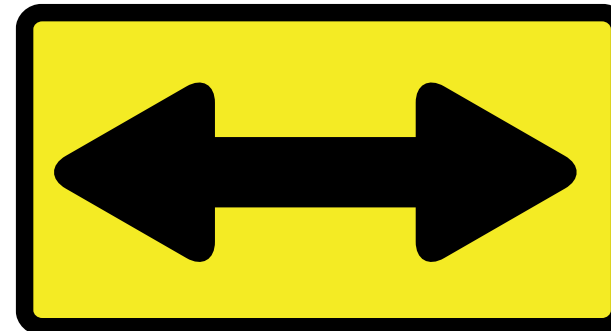


Work & Chronic Disease

Reciprocal & Inseparable



WORK



CHRONIC DISEASE

Sleep disorders

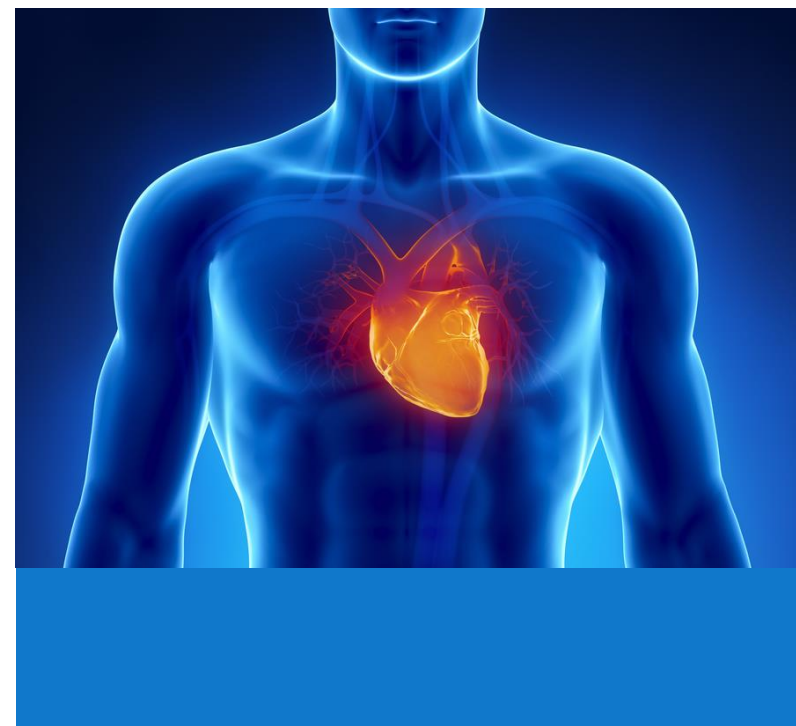
Cardiovascular disease

Depression

Obesity

Chronic Disease

Risk factors in the workplace can contribute to health problems previously considered unrelated to work



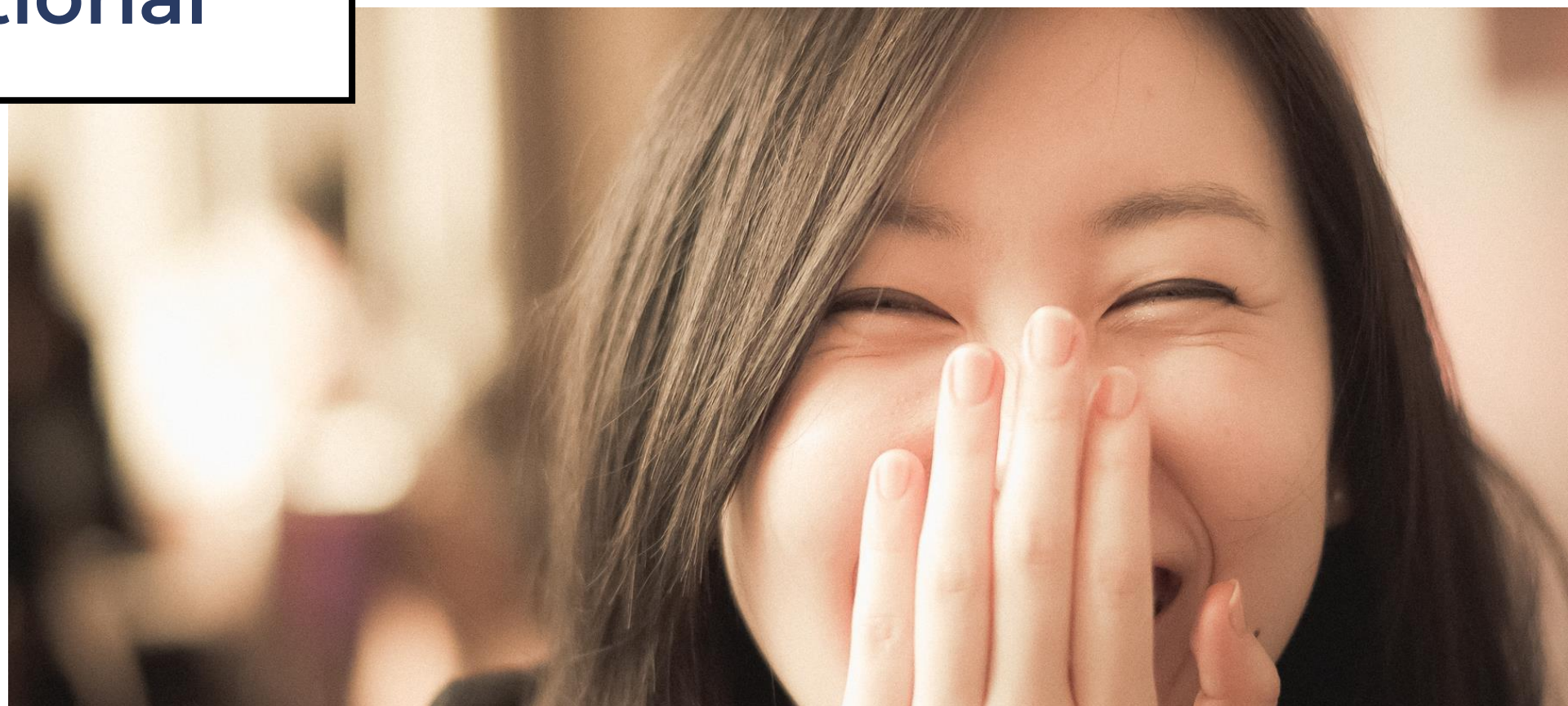


Social





Emotional





Intellectual





Physical





Spiritual





Occupational



Total Worker Health



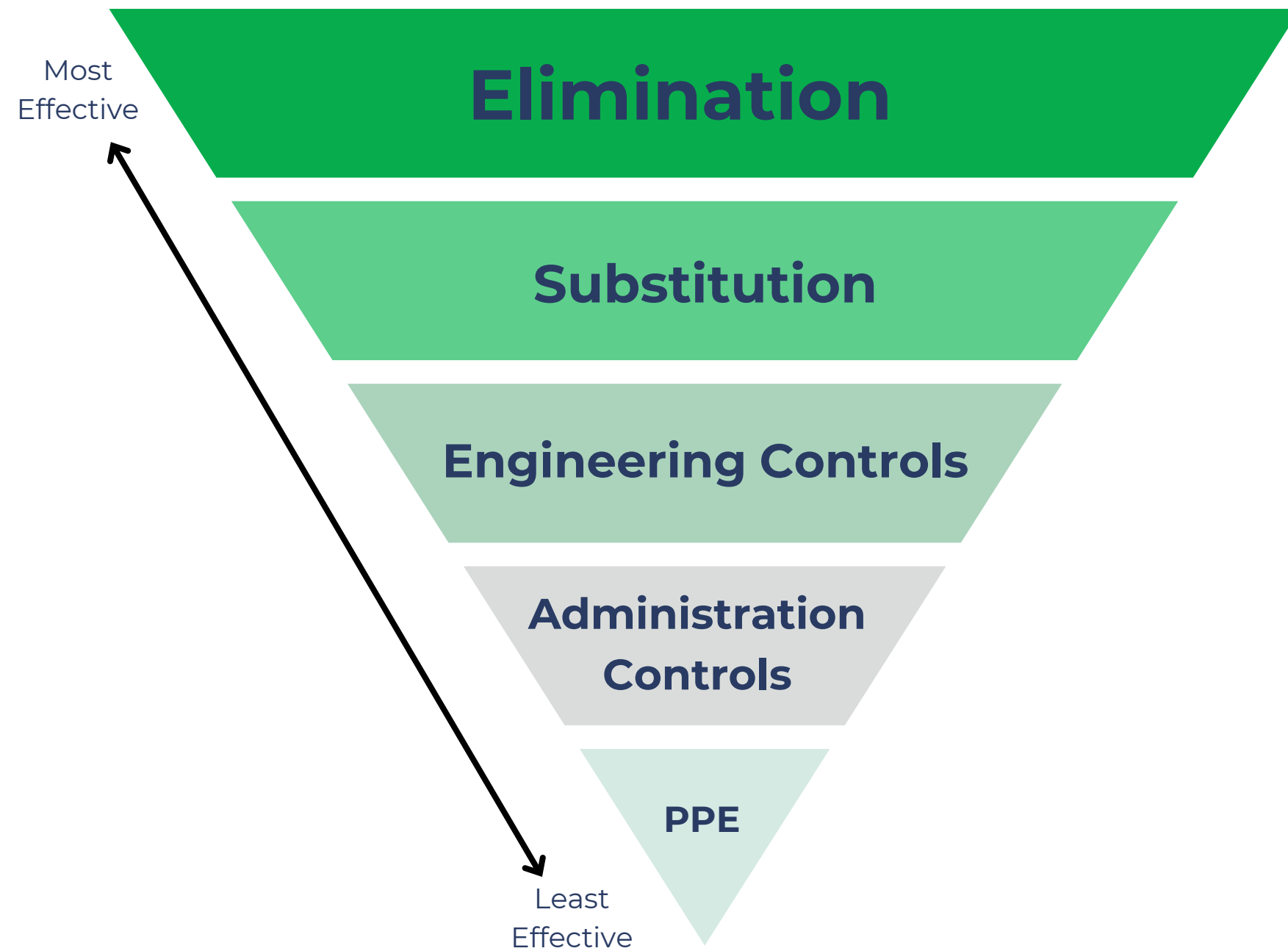
**Encompasses the
Entirety of the
Human Condition**



Role in Safety Improvement

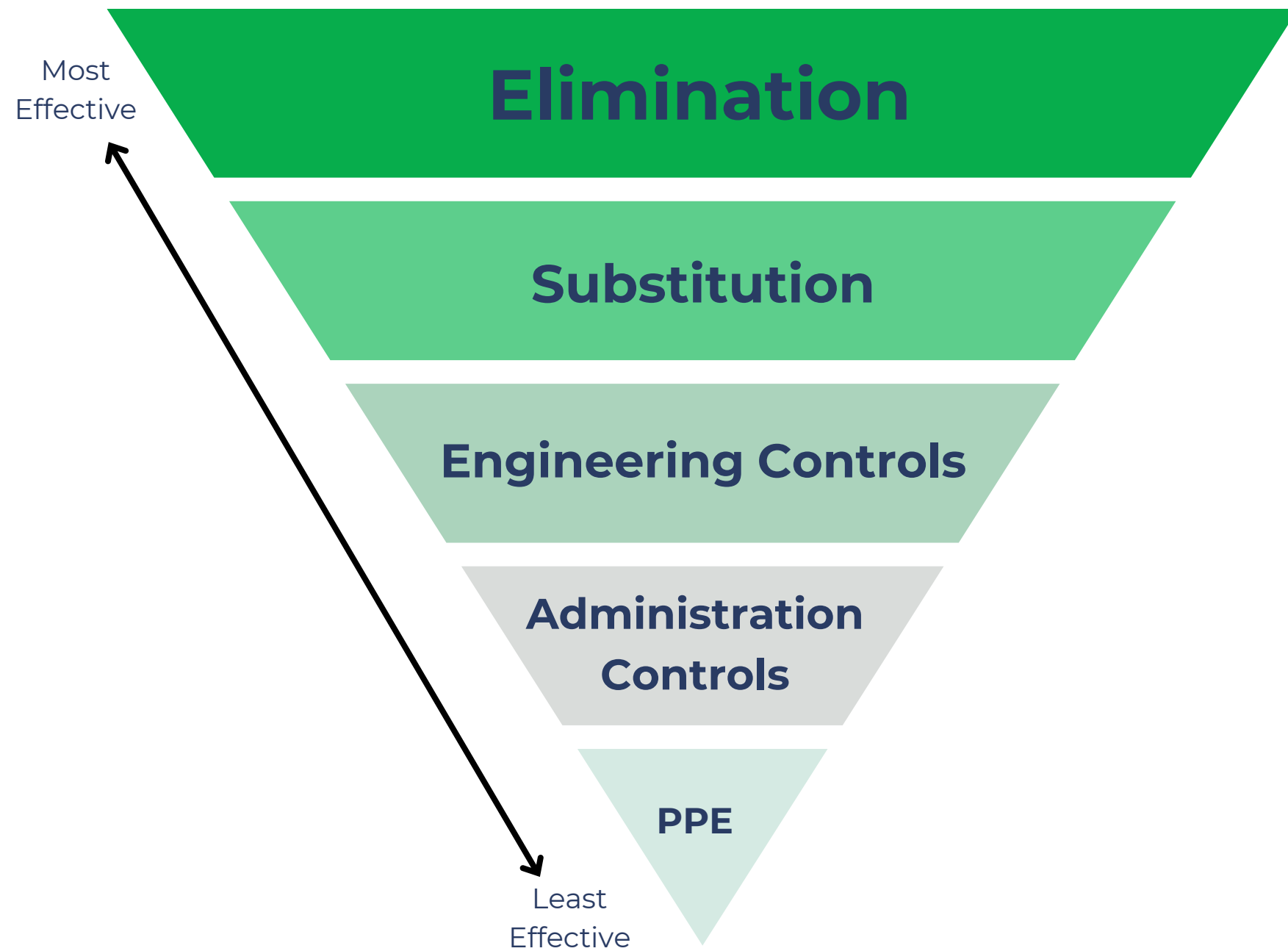
Hierarchy of Controls

Traditional Hierarchy of Controls

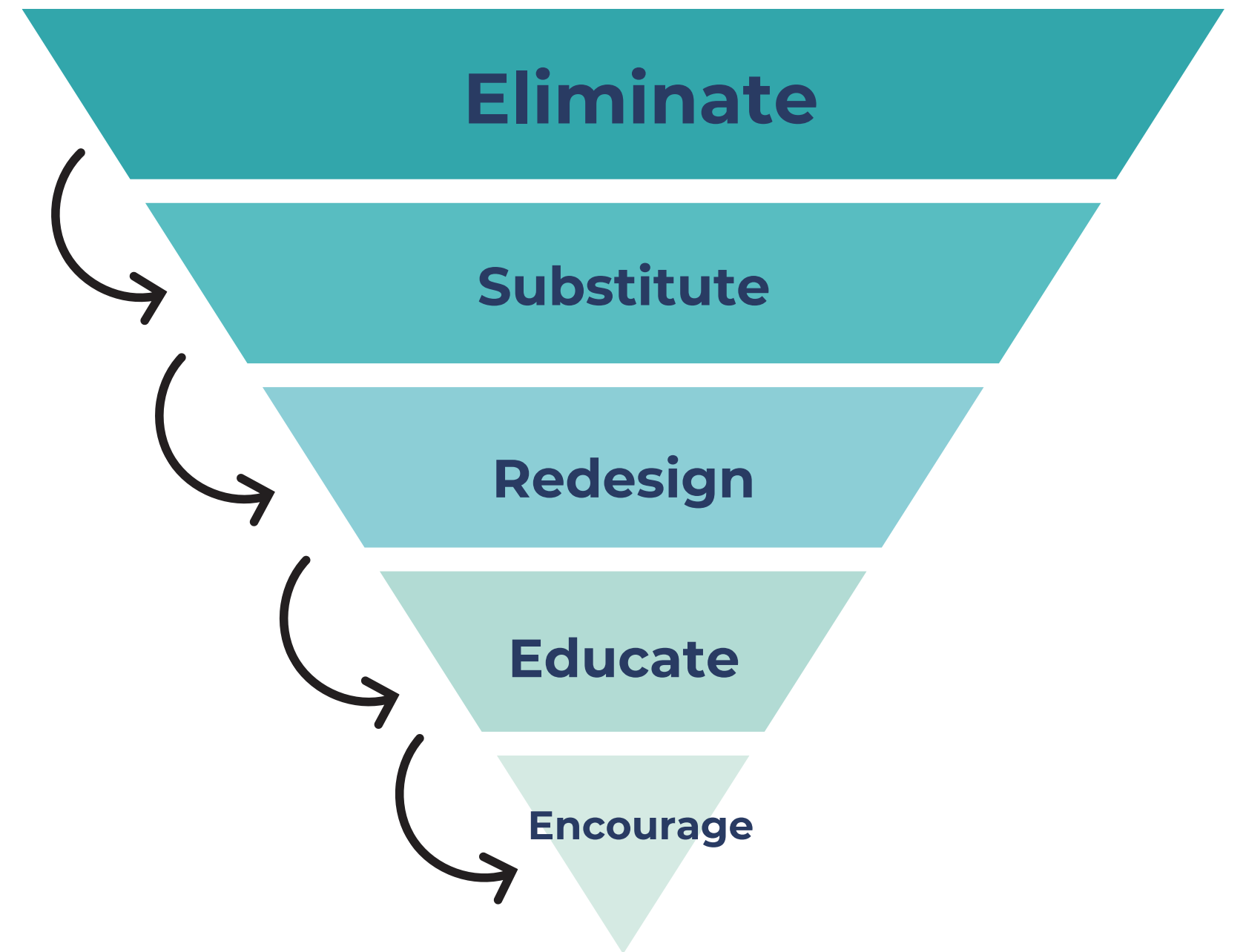


Hierarchy of Controls

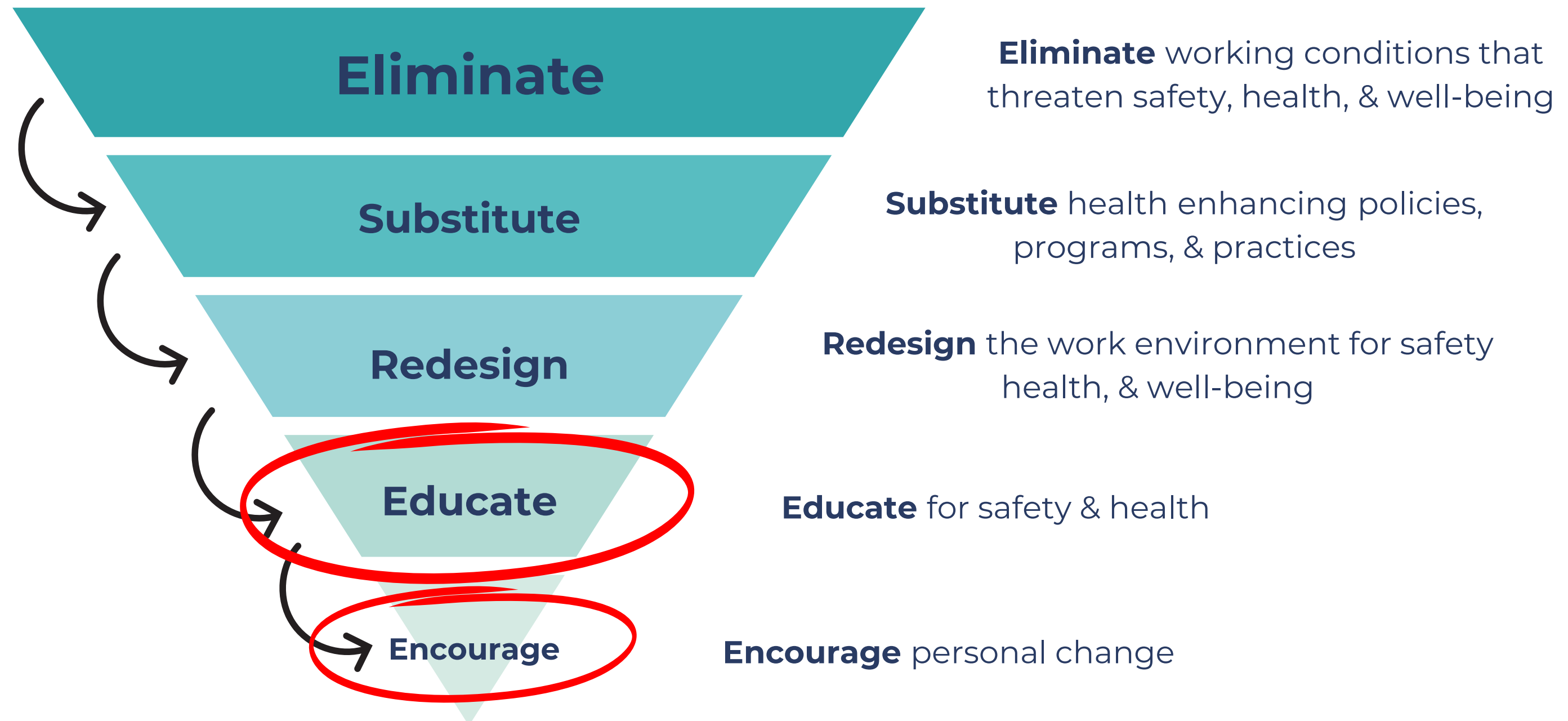
Traditional Hierarchy of Controls



Total Worker Health Hierarchy of Controls[®]



Total Worker Health Hierarchy of Controls



Navy SEALS

100%



Navy

Fix the System

100%



SEAL

Personal Accountability

Assessment Design Must Uncover

- **Relevance**
- **Risks to not improving**
- **Rewards of improving**
- **Roadmap to change**
- **Roadblocks to navigate**

Generic Assessment Availability



**Blue Zones True Vitality Test
(Health and Wellness)**



**Total Worker Health Self-
assessment – WellBQ
(OSHA)**



**NRC / IAEA Ten Traits Of Healthy
Safety Nuclear culture / FAA**



**Industry or location specific
assessments**

Choice Architecture Required in Assessment Design



Psychometric Expertise



Benchmark Assessment Design



Safety SME Collaboration

Organizational Benefits of MI

- Enhanced employee engagement
- Improved communication
- Accelerated, self-facilitated growth
- Improved, autonomous problem-solving
- Increased safety performance



Where we have been...



*“We can’t just react to problems.
We need to prevent them”*

Where we have been...



"While better than reacting, this method doesn't address the complexity of modern safety needs."

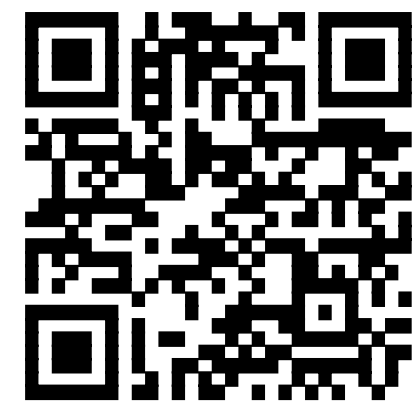
Where we need to be



"To stop accidents, we need 100% accountability from both the system and the worker—just like in Chess, where every piece and every move matters."



THANK YOU



Please contact Tom Cohenno for further information



626 - 864 - 3093