

## A positive approach to safety is a powerful lever

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Icsi organises an annual Safety Culture Observatory, which brings together representatives of our members to share their experience and projects for promoting safety culture.

This year, the various workshops offered an opportunity to talk about a positive approach to safety. This thought on safety culture is largely inspired by their debates.

Carlos has 3 children and his wife wants him to help with bringing up the children. The problem is, they test his patience, his limits, his authority and sometimes even his weaknesses.

Especially little Joana! This lively little girl tends to enjoy dangerous activities like climbing onto a shelf to grab a box of sweets, or jumping off the roof of the chicken shed...

### “Failure is the breeding ground for success”

*The classic approach, from the point of view of a member of the Observatory*

As his concerns grow, Carlos starts to take preventive action. Before each outing, he takes the time to sit down with his daughter and explain the precautions she should take to avoid falling, cutting herself, or hurting herself... He tells her, “Remember, at Agnes house, you bumped your head on the bed frame - and stop jumping on the mattress - remember you’re damaging it...”.

He explains things, tries to convince her to behave differently, threatens her and sometimes punishes her if things get too serious.

In short, he draws upon the mistakes of the past and present to improve what might happen in the future.

### “Encouraging compliance through our own positive outlook”

*A member of the Observatory*

A long discussion with his wife about Joana’s habit of inventing dangerous games leads Camille to change his day-to-day attitudes.

First, he decides to focus on the times when his daughter makes good choices regarding her games and the risks involved. After a few days of resisting the overwhelming urge to intervene when she misbehaves, the young dad discovers that in 90% of the cases, Joana ‘manages’ extremely well.

### TAKE-HOME POINT

“Focus more on the successes of your teams - to encourage them - and less on their failures to correct them.”

Carlos surprises himself by congratulating his daughter on her choice of a bag of fertilizer, instead of the wooden bench as an obstacle in the race she organized with her friends. He helps her to clear the gravel that covered the braking area at the end of the off-road bike track she had built behind the garage.

Above all, he’s surprised by the effect his comments have on his daughter, and discovers that Joana gradually starts to work with him to put in place the rules she needs for her future success. He even finds that she enjoys thinking about potential problems upstream of her games, and telling him how she plans to deal with them.

### TAKE-HOME POINT

“Encourage your managers to understand, and use, the power of positive emotions.”

Carlos, the good dad, listens, smiles, encourages her efforts, offers her advice and gives advice if asked.

He knows that he cannot always be with her and that, of course, his instructions will be ‘forgotten’ if he has not transformed them into a natural part of Joana’s games.

### TAKE-HOME POINT

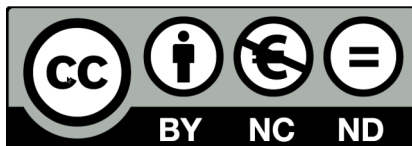
“Prevention is positive when it is seen as enriching the profession and as a mark of professionalism.”



And next month, we'll show you a practical example of how to apply a positive approach to safety!

See you soon :)

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Our thoughts on safety culture at  
[www.icsi-eu.org](http://www.icsi-eu.org)

## “Manage through successes and celebrate them to embed them into practice”

*The Icsi approach*

Tim, Carlos's second child, loves cycling. He is a member of a club and prepares for the season following a programme prepared by the coach. To help him, his dad posts a schedule with his main goals and the situation at the end of each week. The idea is that Tim can see where he's heading.

*“By the end of the month you have to do: 300 km on the flat, 10 climbs of more than 1000 metres, 12 times 90 minutes on the home-trainer...”*

The programme is clear, and so is the challenge! But now, armed with his experience with Joana, Camille decides to change how he goes about things. He tears up the coach's programme and replaces it with:

*“This week you've covered 100 km on the flat, twice, that's 2,500 km since the beginning of summer. Only 200 km to go! You've done 5 sessions of 50 push-up and you've exceeded your objectives ...”*

That evening Tim goes downstairs with a big smile. His mother asks him why he's smiling; he smiles even more and says, “mum I've made good progress in my training programme.”

### TAKE-HOME POINT

“Introduce success, rather than non-failure indicators into your objectives. Try formulating them as already-successful rather than just still-to-do. Celebrate all successes.”

## “Managing the future rather than looking at the past”

As a student in Rome, Enzo is finding the first year of living on his own difficult. Life in the capital city and the distance from his parents have made him not too careful when it comes to money. He's enjoying the *dolce vita* and doesn't maintain his motorcycle. He talks about it a lot with his dad, especially as his bank account is usually overdrawn.

Carlos knows that his son has to grow up and that learning relies on dealing with reality. So, six months later, he sends his son a bank statement with an analysis of the main causes of his problems: towing away the motorcycle (€100), subway/ bus tickets (€70), motorcycle repairs due to poor maintenance (€145).

He provides his son with a summary of all of the money he's lost due to his lack of attention: unauthorised overdraft charges (€325), bounced cheque (€192), rejected direct debit (€150) ... hoping that it will

alert his son to taking more care. But still nothing changes!

Carlos's recent taste for a positive view of prevention leads him to add to his two 'rear-view' indicators a 'windscreen' indicator to help his son in the future. He sits down with Enzo and they list the preventive actions and recurring expenditure expected for the coming months. They create a predictive action plan with potential scenarios, prepare realistic simulations of unexpected events, and their financial or technical consequences. This discussion ends with three possible scenarios that Enzo wants to sort out.

Two days later, Enzo sends Carlos a short, to-the-point, email, “I'll do maintenance on my bike this month. I'll pay for it from the salary I'll get from my internship at the end of January. I'm postponing my weekend in Aprilia to get my bike in shape for once. Please transfer me the money and if possible add the money for my birthday. Love.”  
“All I have to do now is tell him that I'm not his banker”, laughs Carlos.

### TAKE-HOME POINT

“Managing safety means anticipating. Anticipating means looking at the future. Studying the future means combining the parameters that are already known or likely in order to deduce suitable actions.”