


CAN TRAINING & ACCOUNTABILITY REDUCE INCIDENTS?

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What is Our #1 Task?


SALT

Save
A
Life
Today



Training & Accountability Definitions


- **Training** – The act of teaching a person a particular skill or type of behavior.
- **Accountability** – The fact or condition of being accountable; Responsibility.
- **Accountable** – Required or expected to justify actions or decisions; Responsible. The obligation or willingness to accept responsibility for one's actions or inactions.



Training

Common Sense vs. Common Knowledge

- Are we born with either one?
- What is common sense?
 - I hear things like: *That person has no common sense.* Is it true?
- What is common knowledge?
 - Do we all have it?



Common Knowledge (Training) is a “Tool”

- At work and off work, we all have tools that assist us in accomplishing tasks.
- Tasks are the little things that allow us to get the overall job completed.
- Getting through each day successfully requires us to use the tools we have to complete our tasks.
- Training on how to complete the tasks makes us successful.
- Therefore, training is important.



Training as a “Right”

- When do we start *training*?
- What are the different types/kinds of training?
- Training curriculum vs. on-the-job training
 - Do we need both?
- Do we have to be trained before we can be assigned a task?
- How about retraining?
 - Is once not enough?
- Can we ‘plead the fifth’ if we have not been trained?
- Do I have the *right* to be trained at work?



Differences in Good and Bad Training

- Is there a difference?
- How do I know?
- Should training be tailored to the way that I learn?
- Is it my responsibility to make sure I’ve been trained properly?
- The “dirty diaper”



Accountability

- Growing up, were you ever held accountable?
 - Give an example
- Did you like being held accountable?
- What lessons did you learn by being held accountable, or by not being held accountable?
- Was being held accountable easy?
- Was it worth it?
- Did you find ways to stop being held accountable?



Effects of No Accountability

- What do we learn?
- Have the things that we learned assisted us?
- Does not being held accountable assist us in being a better person and professional?
- Are there negative effects when we are not held accountable?
- But we do things as a team, and the team is accountable...
 - Yes, or no?



Accountability at Home and at Work

- As kids, we learned what accountability was.
- As adults, accountability is part of each day.
- Do we as adults *deserve* to be held accountable?
- As adults, should we *accept* accountability?
- What happens if we don't accept accountability?
 - What are some examples?



Incidents at Work and at Home

- Define an *incident*
 - An event or occurrence
- When an incident occurs:
 - Should we investigate and define *causal factors*?
 - Could training, or the lack thereof, be a causal factor?
 - Is there sometimes a possible lack of accountability?



Training and Incidents

- Can we prevent incidents by defining, identifying, and facilitating proper training?
 - Initial training, refresher training, continuing education, etc.



Accountability and Incidents

- How does holding people accountable prevent incidents?
- Is being held accountable a negative thing?
 - What are some examples?
- Are there positives that can come from accountability?



Behavior

- Can proper training and accountability positively change behavior?
- Can it also have a negative effect?
- Can positive outcomes occur if we include training and accountability into our everyday management of tasks and outcomes?



Accountability and Incidents

- We can and will have fewer incidents when we properly train employees and hold them accountable.
 - Any disagreements?
- People (employees) deserve to be properly trained and held accountable.
 - Any disagreements?
- *Questions or comments?*



Mindset

- If you fail, never give up, because **FAIL** only means **F**irst **A**tttempt **I**n **L**earning.
- The end is not really the end because **END** only means **E**ffort **N**ever **D**ies.
- If you get “no” as an answer, just remember that **NO** means **N**ext **O**pportunity.
- ***Change your mindset!***



What is Our Most Important Task?

SALT

Save

A

Life

Today



Between yesterday's mistakes
and tomorrow's hopes, there is a
fantastic opportunity called *today*.



Thank you!



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