

CAN TRAINING & ACCOUNTABILITY REDUCE INCIDENTS?

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What is Our #1 Task?	
SALT	
Save	
Α	
Life	
Today	

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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.

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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?

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- What is common knowledge?
- ▶ Do we all have it?

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- 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?

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- 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?

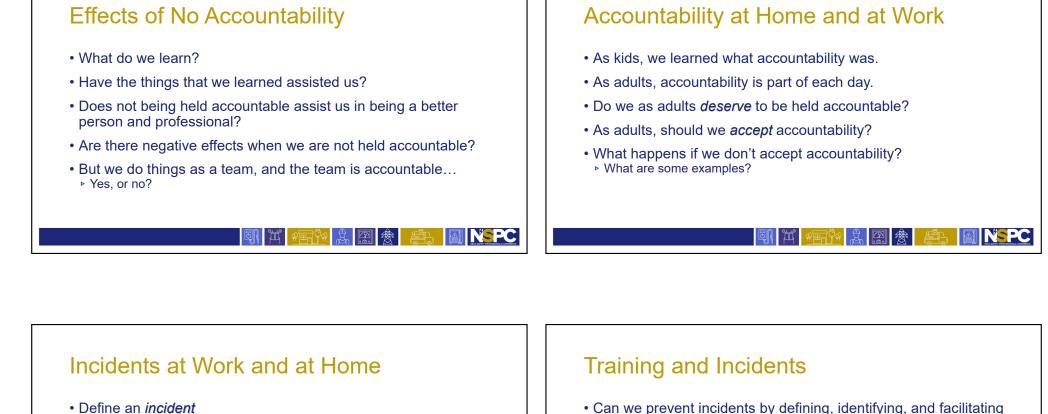
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• The "dirty diaper"

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?

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Can we prevent
 proper training?

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Initial training, refresher training, continuing education, etc.

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An event or occurrence

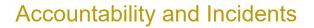
When an incident occurs:

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?



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?



- 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

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- If you fail, never give up, because **FAIL** only means **F**irst **A**ttempt **In 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 Next Opportunity.
- Change your mindset!

What is Our Most Important Task?	
SALT	
Save	Between yesterday's mistakes and tomorrow's hopes, there is a fantastic opportunity called <i>today</i> .
Α	
Life	
Today	
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