



Positive Feedback via Descriptive Comments for Improved Safety Inspection Responsiveness and Compliance

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Checklist



Pros –

- facilitates systematic evaluation
- increases consistency
- standardizes results
- provides proactive communication

Cons –

- has a limit in reproducibility
- effected by perspective, training, and scope
- remedy to citations not clear
- for recipients – experienced as negative

Inspiration

Skanska USA Civil Midwest I-Care program

- developed by Mike Wells
- presented at 2016 People Based Safety conference
- encourages peer-to-peer recognition
- uses informal observation
- recorded observations submitted to supervisors
- in the words of one ironworker, the program "was about reinforcing doing what's right ... even when nobody is looking"



Descriptive (aka narrative)



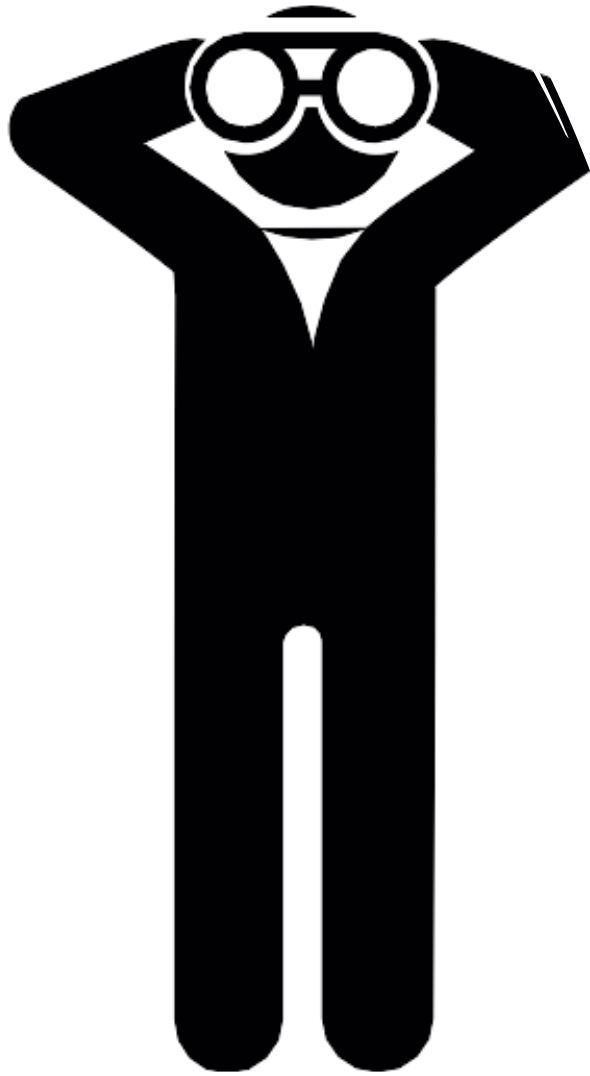
Hi, Dr. XXX and XXX,

I am emailing your research group to document my observations of positive conditions found during EH&S inspections in an effort to begin a process of recording these successes. My goal is to have positive feedback become a part of EH&S's routine recordkeeping.

These observations have been reviewed and approved by XXX, head of our recent inspections:

- consistent use of PPE when in lab spaces*
- chemical inventory in room temp storage well organized and maintained*
- good interest in using respiratory protection with silica gel transfer*
- good organization and signage in waste submission area*
- good interest in useful ventilation of rotovaps*
- good labeling and containment of squirt bottles*
- good use of recirculation pumps to cool condensers*

Let me know if you have any questions about this feedback



Finding Successes

During inspections -

- Seek with committed intention
- Make active observation of -
 - Compliance
 - Commendable Practices
- Focus on you want them to keep doing

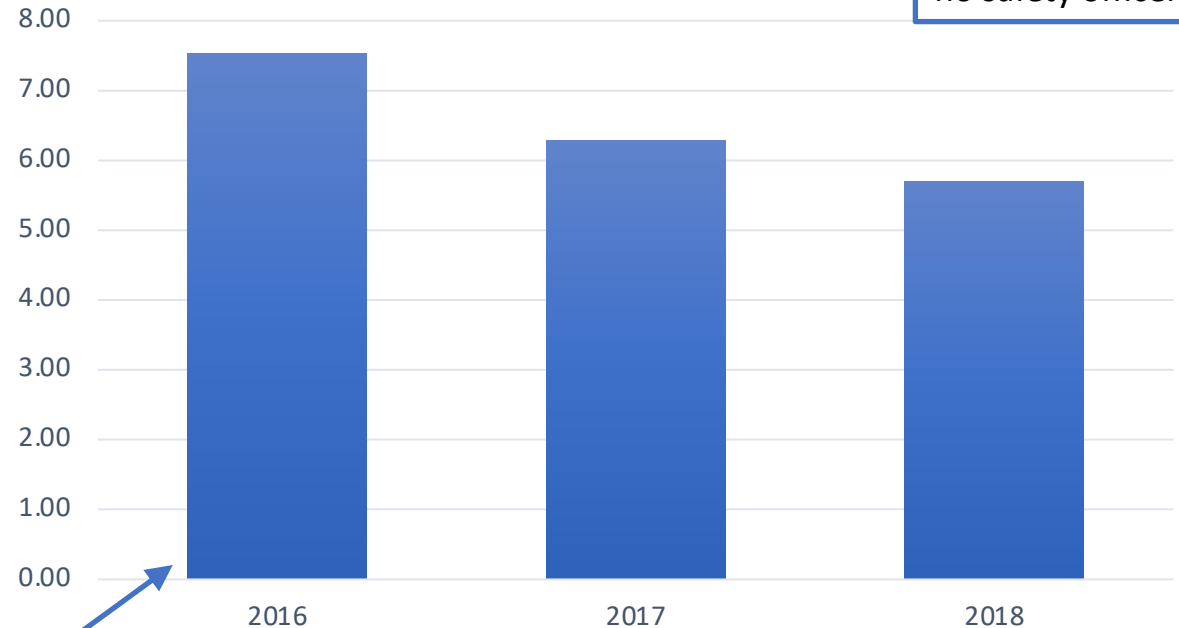
Positive Feedback Initiative

Inspection Results One Year after initial Positive Feedback

	Improved	Remained the Same	Declined
Number of Safety Plan Holders	17	4	10

6 out of 10 had a newly assigned safety officer or no safety officer

Average Number of Violations per Group



Initial Year of Positive Feedback

Conditions -

- Consistent inspector
- Consistent checklist content
- Consistent format

Positive Feedback

amplifies receptivity, comprehension, and recall

motivates learning

expands willingness to try new things

increases engagement

increases inclination to ask for assistance (i.e. in essence admit to not knowing, to uncertainty, or to deficiency)

Why does positive feedback have this impact?



Supports recipients with:

empowerment to make changes
understanding of what excellence looks like
understanding of what to continue doing



Increases trust and rapport necessary for thorough evaluation



Affirms what's meaningful and valuable to recipients

Additional outcomes

inspection form changed

flexibility in interpretation

- one person's perspective
- increased consciousness of inspection limits

empowerment specifics

- more confidence to question results
- more initiative to exercise rights



What do you think?

- Issues and ideas –
 - 1x per year inspections
 - EH&S resources
 - rubrics
 - photos of exemplary findings
 - inspector credibility