

LOSS CONTROL DATA GUIDE

## Safety Motivation And Training

### Motivation

A supervisor must be able to motivate people, whether it be from a production, quality, or safety standpoint. To be an effective motivator, supervisors should understand why people act the way they do. Personal factors that should be considered when motivating and training workers include:

- Lack of knowledge or skill – Workers are unaware of safe practices, or unskilled in the job they are assigned.
- Physical impairment – Impaired hearing or vision, previously - injured back, drug and/or alcohol use, etc.
- Improper attitude – Stubbornness, vanity, willful disregard of procedures and rules, showing off, chance taking.

These undesirable personal factors can be overcome through a combination of positive motivation and training.

The three basic ways to motivate people, from least effective to most effective, are:

- By fear
- By desire
- By belief

Workers who believe in safe work rules and procedures, and have confidence in their own abilities and those of their supervisor, will perform their job efficiently and safely. Supervisors who have confidence in their workers and their abilities will successfully accomplish corporate goals and objectives. It is important to remember that a supervisor is only as good (or as successful) as the people working for him.

### Training

Job knowledge is essential to overall job efficiency and safety. Effective workplace training should utilize the Four Step Training Method:

- Prepare – Put worker at ease. Find out what worker already knows about the job; start in where worker's knowledge ends. Get worker interested. Put worker in the right position; train from worker's viewpoint.
- Present – Show worker how to do the job. Break up the job into small steps; make sure worker understands each step before proceeding.
- Apply – Let worker apply the instruction/try it out. Have worker explain the key points. Correct worker's errors until the job can be done error-free.
- Test – Follow up to make sure worker knows how to perform the job correctly. Taper off follow up until worker is able to perform under normal supervision.

Reinforcement of training is also necessary to ensure success. Basic ways to reinforce and motivate the worker to perform as desired include:

- Lead by example – Supervisors should “practice what they preach”, whether it be from a production, quality, or safety standpoint.
- Recognize and commend good performance.
- Provide refresher training – As necessary.
- Discipline/punishment – As last resort. This is the least effective motivation method.

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