

BEHAVIORIAL STRATEGY

BEFORE AND AFTER INCIDENTS

Before

After

Encourage feedback from the frontline on barriers to safe work



1

Start by expressing concern for the people involved



Remediate reported hazards quickly



2

Focus on systems and avoid blaming people



Identify behaviors that will help prevent incidents (including SIFs)



3

Do behavior analyses to uncover systemic behavioral root causes



Engineer organizational systems to support those behaviors



4

Include the frontline in analyses and corrective action planning



Analyze the behaviors scientifically to understand how best to support them



5

Hold leaders accountable for implementing corrective actions



Hold leaders accountable for safety leadership behaviors



6

Evaluate the impact of corrective actions over time

