

SAFESTART HUMAN FACTORS



CONFERENCE

2022

Orlando, FL

November 8 & 9

Safety Trainers Bootcamp

Jack Jackson



William “Jack” Jackson, MDiv

SafeStart Senior Consultant



- SafeStart Consultant since 2006
- Safestart Consultant Trainer
- 20 years of experience in automotive
- Implemented SafeStart as a client in 2005
- Implementations throughout North America
- Conference speaker: 2019 NSC Keynote, ASSE, VPPPA, Governor's Safety and Health Conference (KY), NOSA (South Africa) and ASSE MEC (Bahrain and Dubai)
- College football player and semi-pro football coach
- U.S. Army reservist
- Hobbies: golf and grandkids



Safety Trainers Bootcamp



Back in the Day



1987

**23 Years Old
Child on the way**



Like Father, Like Son



Fort Knox, Kentucky

Basic Training AKA "Bootcamp"



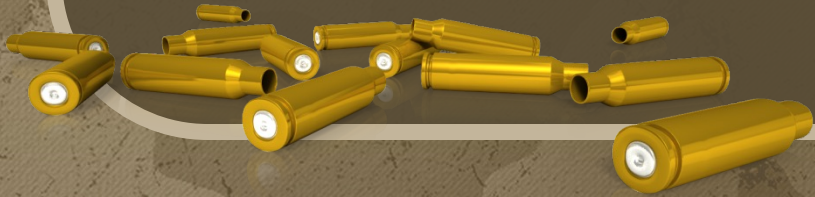
Safety Trainers Bootcamp

Consultant's Bootcamp

Humility

How Adults Learn

A Passionate champion of the process.



Safety Trainers Bootcamp

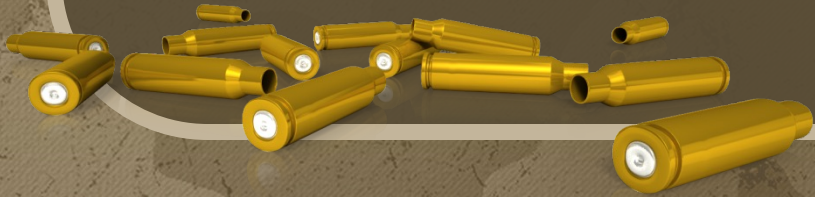
Consultant's Bootcamp

Have fun!!!

Storytelling is an integral part

Classroom Behaviors

Be open to feedback!

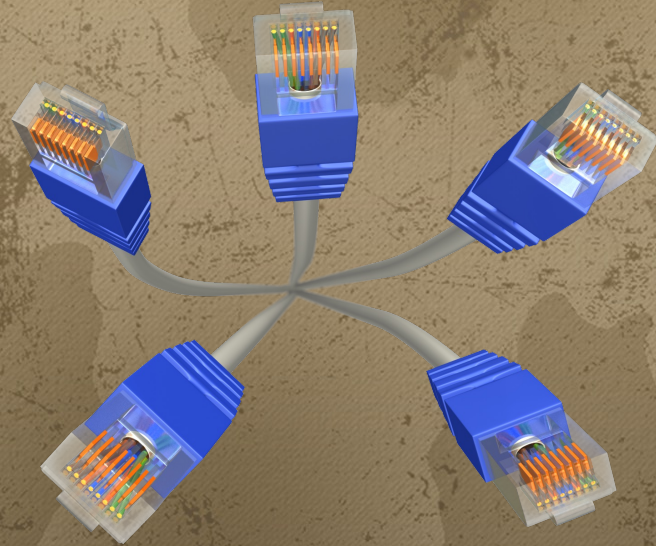


CLASSROOM ENGAGEMENT

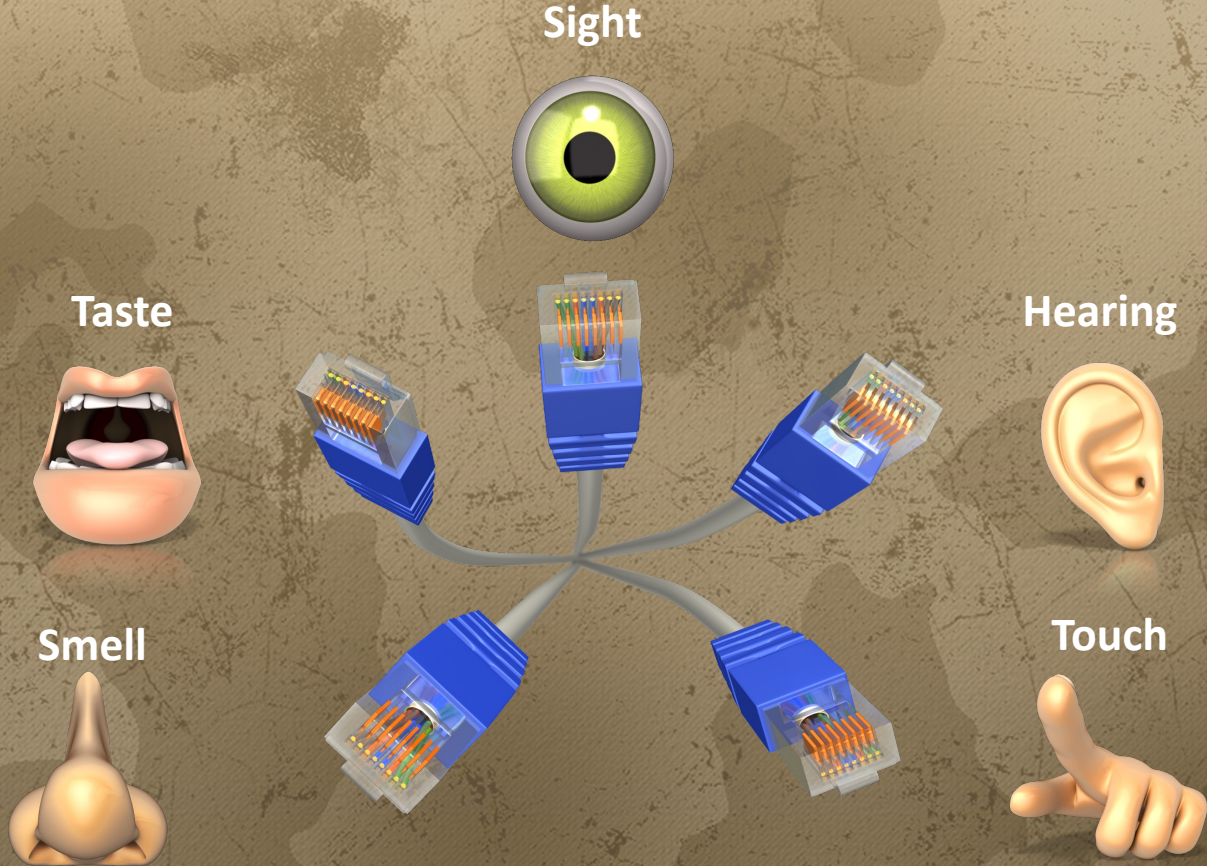
Classroom engagement isn't so much about the content of the course as it is about the overall tone that you set and maintain as a facilitator.



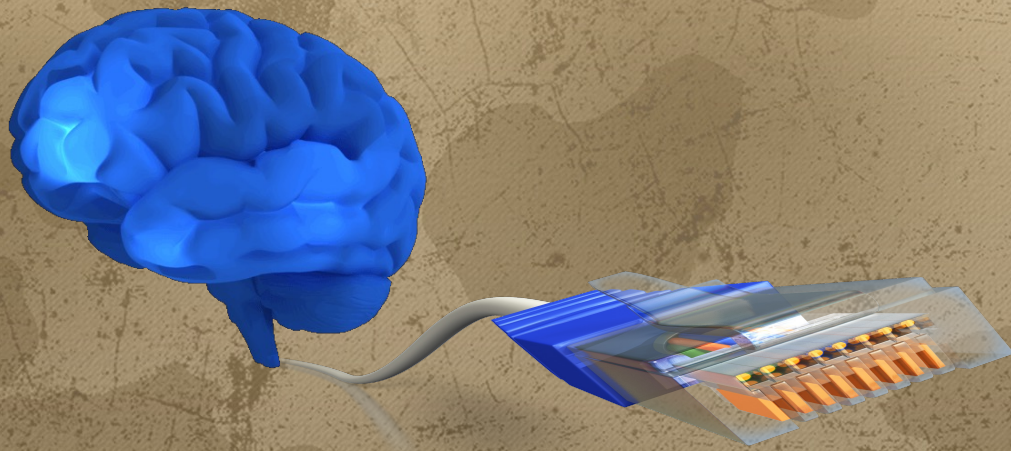
Adult Learning



Receiving Information



Retaining Information



Sight



Hearing

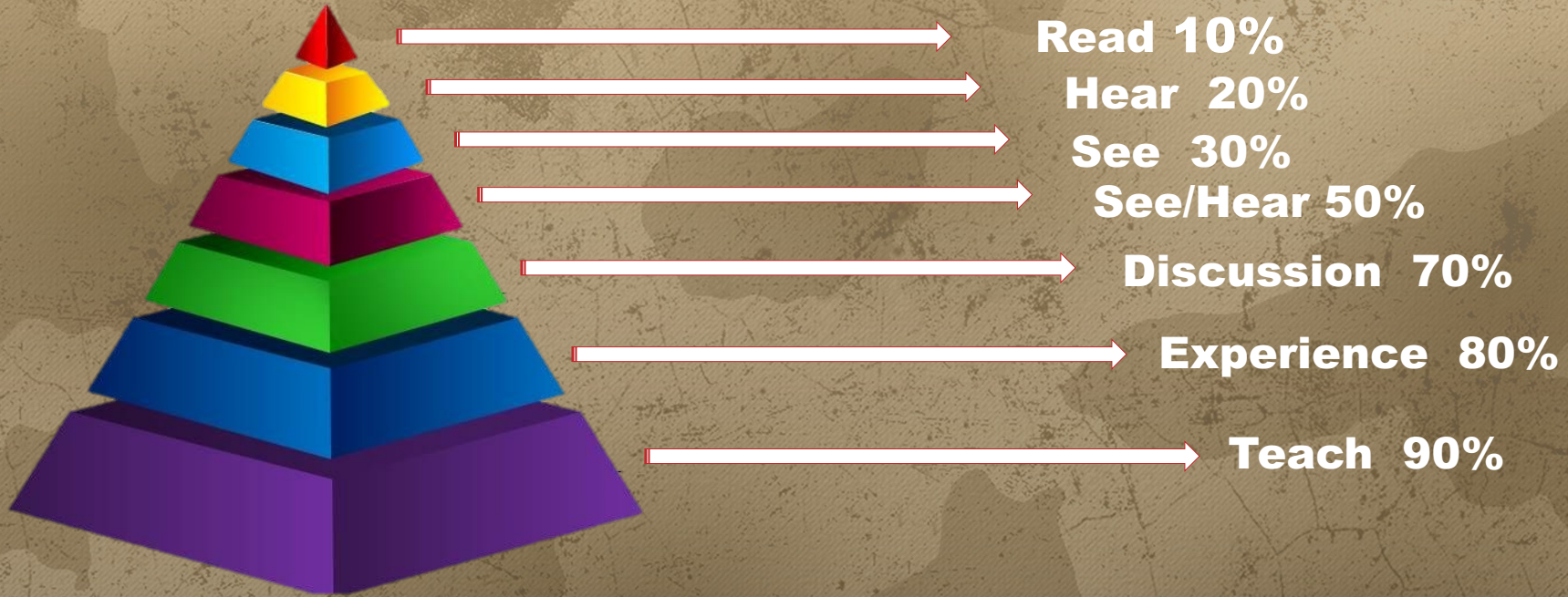


Touch



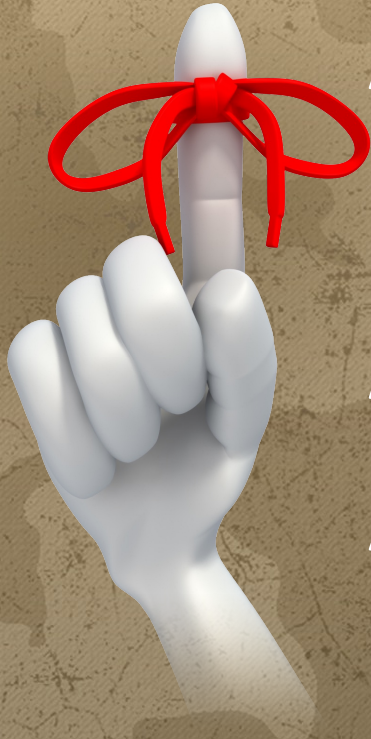
“Retention is Learning”

Retaining Information



“Retention is Learning”

5 Points to Remember



Adult Learners Have A Well-Established Sense Of Self

Past Experiences Play A Pivotal Role In Adult Learning

Adult Learning Is Purpose Driven

Adult Learners Are Driven By Internal Motivation

Mistakes Are Often The Most Valuable Teacher

Safety Trainers Bootcamp

Give Aways

- **Champion**
- **Discipline**
- **Committed**
- **Enjoy**



Success



Safety Trainers Bootcamp

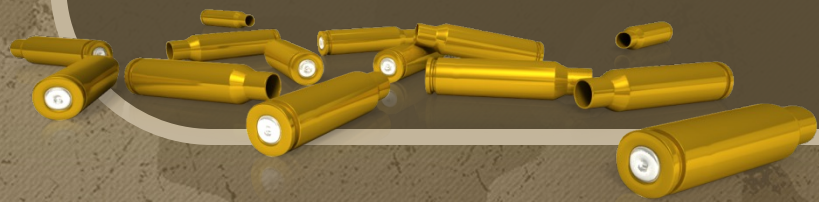
Champion

Believe in whatever it is your teaching

Teach others to be leaders as well

Develop and spread trust at all levels

Developing “Win-Win's”



Safety Trainers Bootcamp

Committed

Work hard...

Be Consistent...

Be Passionate...

Maintain Self-respect...



Safety Trainers Bootcamp

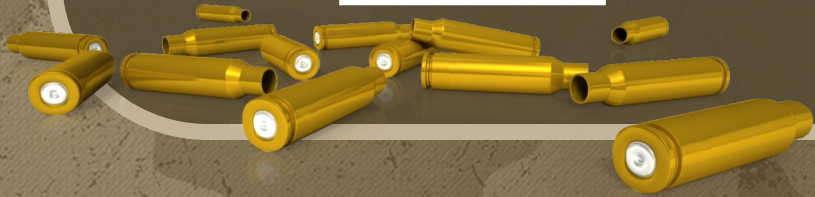
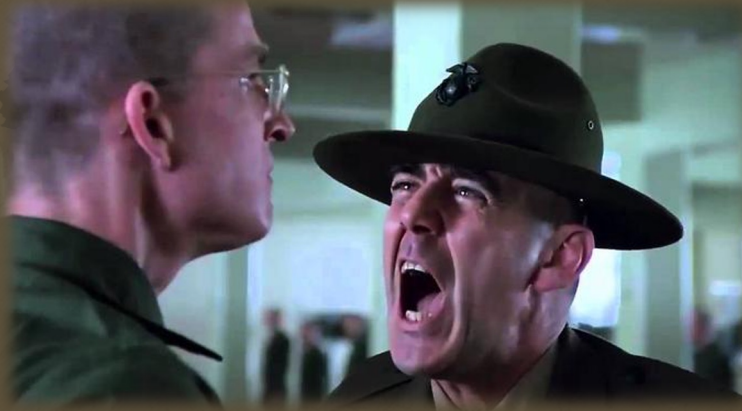
Discipline

Structure
Preparation

Preventative

Supportive

Corrective



Safety Trainers Bootcamp

Enjoy

Enthusiasm

Get to the next level

Challenge Yourself

Watch Yourself



Safety Trainers Bootcamp

Enjoy Benefits of Videoing Yourself

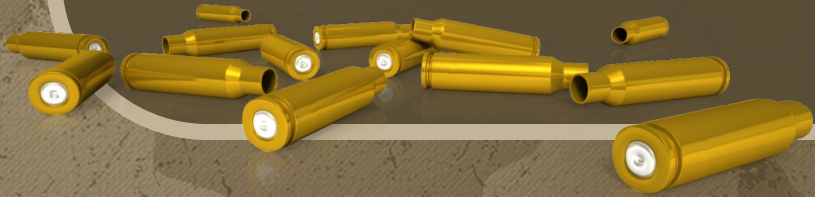


Boost Your Learning

Become More Expressive

More Unreactive

“Muscle Memory”



Safety Trainers Bootcamp

Enjoy Benefits of Videoing Yourself

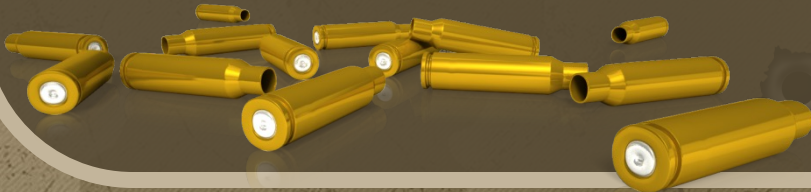


Find out what you REALLY sound like

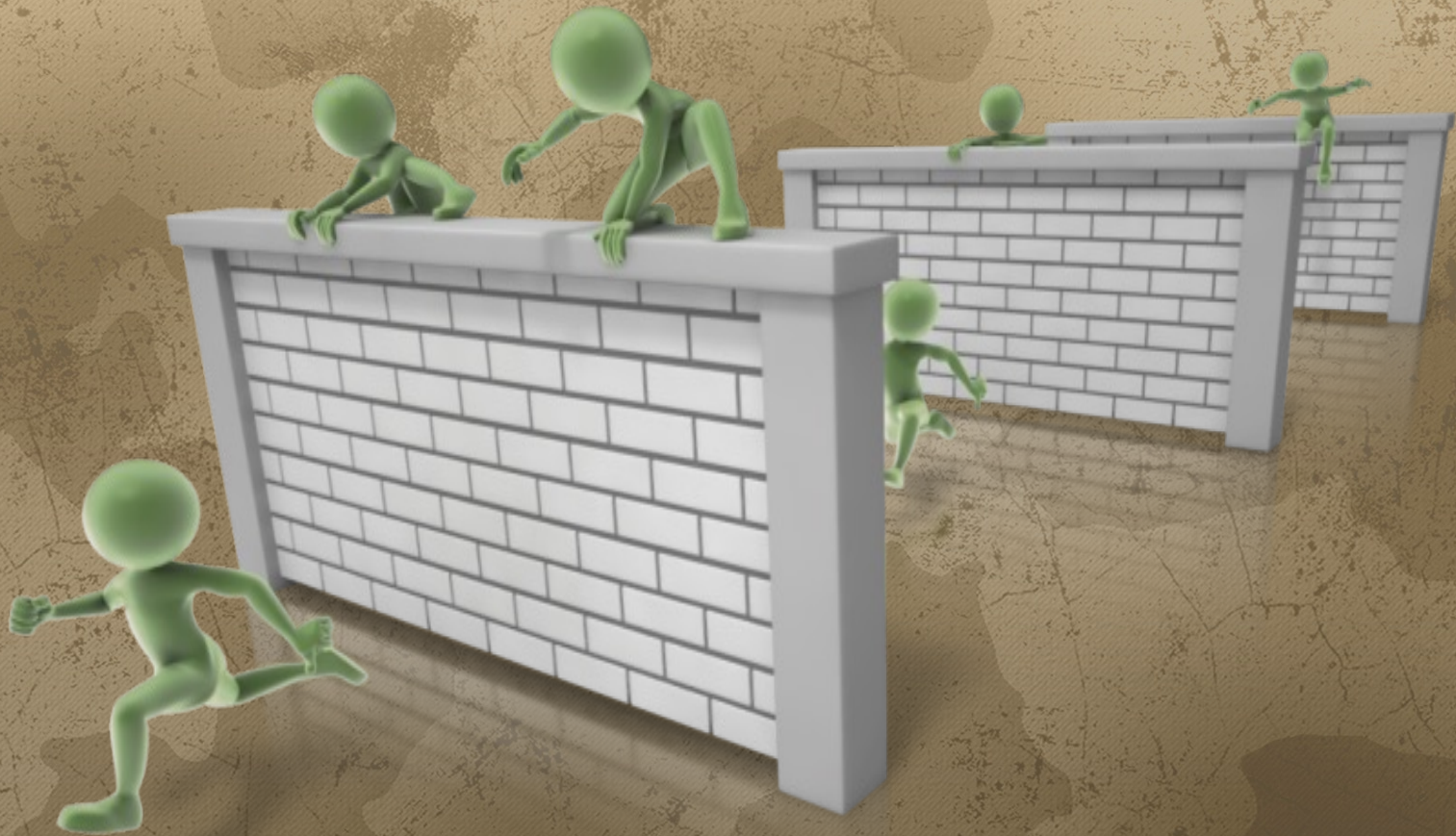
Be able to zoom in on your weak spots

Be able to switch from “evaluating” to
“conceiving”

Keep track of your progress



Obstacles



Perception is Reality!

What Does this Picture Say???

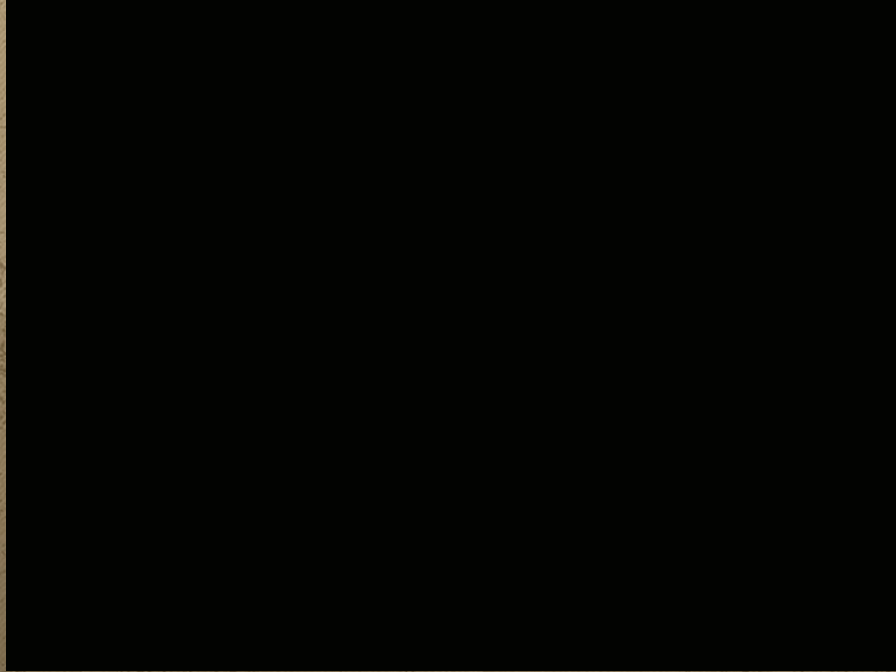


Nervous

Did not study

Not Prepared

Perception is Reality!



Expectations

- **Be familiar with the content of your slides**
 - **Read through them smoothly**
 - **Don't talk to the screen**
 - **Project your voice and use appropriate inflection**
 - **Create the discussion with the group**
- **Avoid distractions**
 - **“Um's, Ah's, & You Knows”, pocket items, gestures, and etc.**

Be Prepared to Present!

“Presenter’s View”

Public Workshop Day 2 **SAFESTART** 3

Welcome to SafeStart

- This course isn't replacing anything we are currently doing for safety.
- The SafeStart concepts can be applied to reduce injuries everywhere.
- Over 2000 companies (7,000 sites) in more than 40 countries are using SafeStart—average injury reduction of 50% or more.
- SafeStart is not about rules, procedures or discipline.
- SafeStart is non-political.
- The course is currently available in over 25 languages.
- The only goal of SafeStart is to help each of us prevent the errors and mistakes we never wanted to make in the first place.**

8:54 AM

Next slide

Agenda

- 7:15 Breakfast & Prep
- 7:45 Prep Time
- 8:15 Defining Expectations (Jack)
 - SafeStart Story Cards – Opportunity to Win
 - Technical Items
- 8:30 CERT Units 3 & 4 (participants)
- 11:45 Lunch
- 12:30 Implementation Review (Jack)
- 1:00 CERT Unit 5 (participants)
- 4:00 Assignments & Prep for Day 3 (which will wrap by 4:00)

Initial Checklist for Instructor

- Show this slide so that the participants can read the information for themselves as they enter the training room.
- Ensure that each participant has a SafeStart Binder containing Units 1-5 (or at least the SafeStart Unit 1 Workbook), and a SafeStart Card, SafeStart Story card and a pen for completing the workbooks.
- Ensure that the room is set up to facilitate the A+ A+

3 / 43

MacBook Air

1 **SAFESTART** Day 2 Workshop Unit 3.5 CRITICAL ERRORS

2 Defining Expectations "Over 2000 companies (7,000 sites) in more than 40 countries are using SafeStart—average injury reduction of 50% or more."

3 Welcome to SafeStart

4 Agenda

5 Expectations

6 Expectations

7 Expectations

8 Expectations

Be Prepared to Present!



Be Prepared to Present!



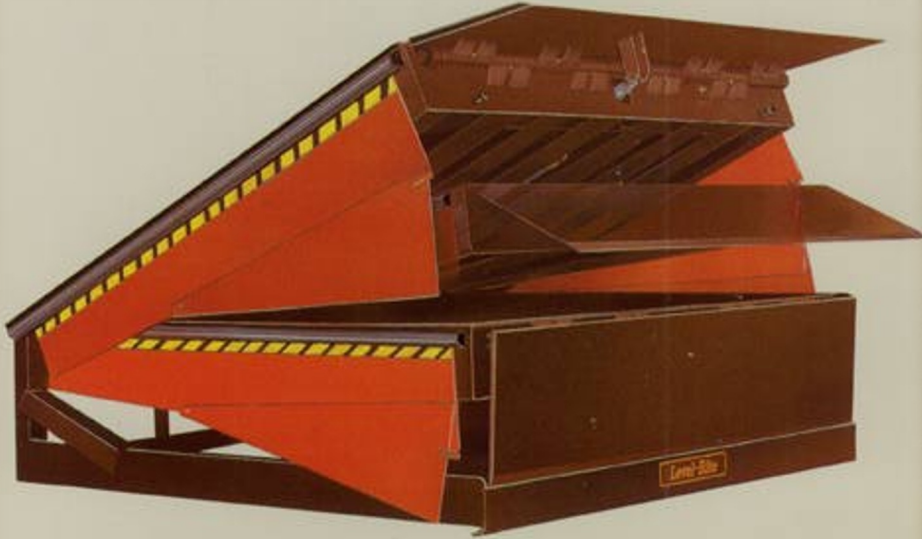
- ✓ **Please read all of Workbook 3**
- ✓ **The workbook is in a the same question & answer format as Unit 1&2. Please mark your responses and then flip the page. The answers are all on the other side of the page**
- ✓ **There is some repetition but not because the concepts are difficult to understand**
- ✓ **The purpose of the repetition is to help get these concepts “stuck in our minds” so that we can use them automatically, without trying to remember them. Split seconds count when it comes to preventing errors – especially while on the highway**

The Art of
Storytelling

By Jack Jackson



Make It Real (STORIES)



Are Only Good Behaviors Allowed?



YOUR EXPERIENCES DURING TRAINING

- 1. Describe what types of participant behaviors contributed to a positive training experience that you have had.**
- 2. Describe what types of participant behaviors contributed to a negative training experience that you have had.**

Classroom Behaviors

- The Sleeper
- The Projector
- The Phone Freak
- The Busy Body
- The Fighter
- The Questioner
- The Know It All
- The Monopolizer



THE SLEEPER

PROFILE

- Doesn't pay attention
- Typically sits at the back of the room
- Literally falls asleep

CLASSROOM ENGAGEMENT

- Move around the room and stay close
- Actively get participants to change seats
- Speak to them after class and offer an alternative time more suitable to his/her energy level

THE PROJECTOR

PROFILE

- Pushes their perspective on others
- Disruptive
- Assumes they are speaking for the group

CLASSROOM ENGAGEMENT

- Ask them to hold their thought for a moment & call on another participant
- Speak to them at a break regarding needing everyone to participate
- Ask for their help in engaging others

PROFILE

- Regularly checking phone
- Leaves on multiple occasions to take a call

CLASSROOM ENGAGEMENT

- During a break ask them if there is another training time that is more suited to their schedule
- Set classroom behavior expectations up front

PROFILE

- Wants to speak with you about other participants
- Points out participant behaviors
- Is too “busy” for your class—perceives themselves to have more on their plate than others

CLASSROOM ENGAGEMENT

- Assign the individual a task
- Suggest an alternate training time

PROFILE

- Disputes training content
- Challenges statistics
- Doesn't feel the training pertains to them

CLASSROOM ENGAGEMENT

- Remind the class that each person will take their own learning journey
- Stories are personal
- Not all experiences are equal, therefore others may have a different (not wrong) response than them

THE QUESTIONER

PROFILE

- Constantly asks questions
- Interrupts the flow of the training with frequency of questioning

CLASSROOM ENGAGEMENT

- Use a “parking lot” for questions unrelated to content to address at the end of day/training
- Remind class of timeline

THE KNOW IT ALL

PROFILE

- May not question the content but affirms they knew it already
- Corrects the facilitator
- Corrects the content (may or may not be valid)

CLASSROOM ENGAGEMENT

- Use phrases like “You may have heard something different than this. Sometimes even the top experts have differing opinions. You don’t have to agree with everything, just give it a try.”
- During a break, ask them to hold on to their critiques until after class

THE MONOPOLIZER

PROFILE

- First to talk
- Typically takes up majority of group opportunities to participate with own stories

CLASSROOM ENGAGEMENT

- During the session, use a friendly tone of voice to say “I’d like to hear from someone who hasn’t spoken yet.”
- During a break, ask them to let others go first in the group discussions since the talker has had a lot of “air time” already

TRAINER ACTIONS

- Identify when a behavior poses a threat.
- Start with small gestures to interrupt problematic behavior.
- Distract a disruptive student.
- Remind the class about classroom behavior.
- Ignore the behavior if possible.
- Offer the student a choice.
- Make the consequences clear.
- Reinforce positive behaviors regularly and frequently!

WHEN A PARTICIPANT DISAGREES

When a participant is arguing or disagreeing, Feel, Felt, Found is a proven way to find common ground with them. Here's an example.

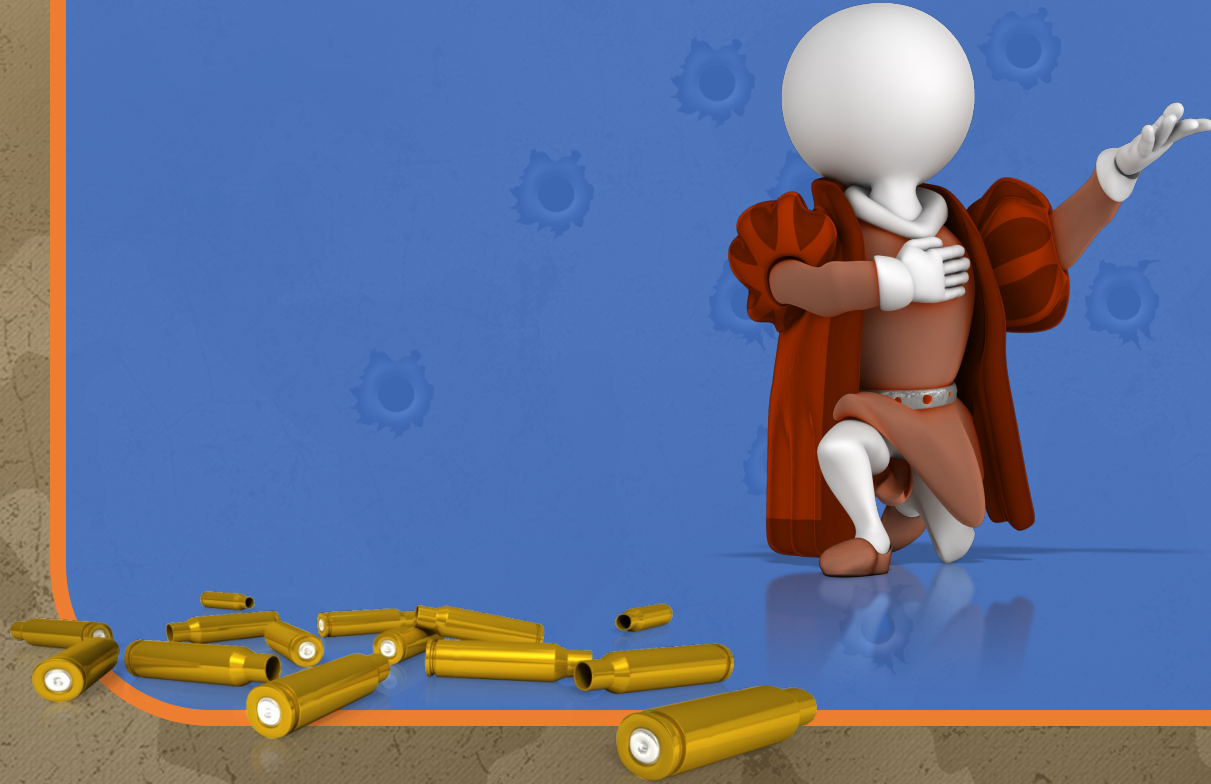
“I understand why you feel that way.

In fact, in the past when I've been primarily working in the office, I've felt the same way.

But what I've found is that SafeStart addresses human factors that affect me in a lot of areas – not just at work, but when I'm at home and when I'm driving.”

Lets make it Real

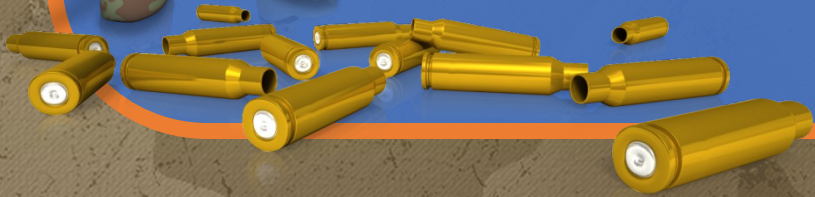
Role Play



Lets make it Real

Session 1

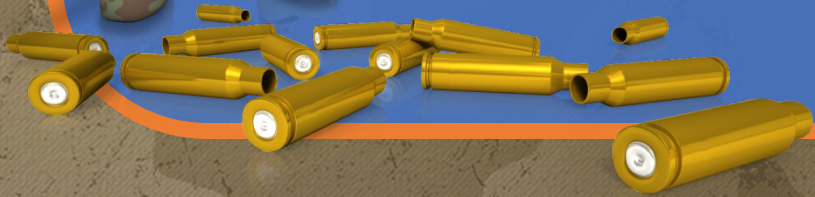
Making a Bed



Lets make it Real

Session 2

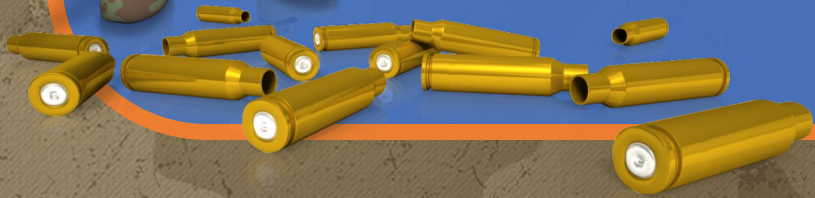
Hand Wash a Car



Lets make it Real

Session 3

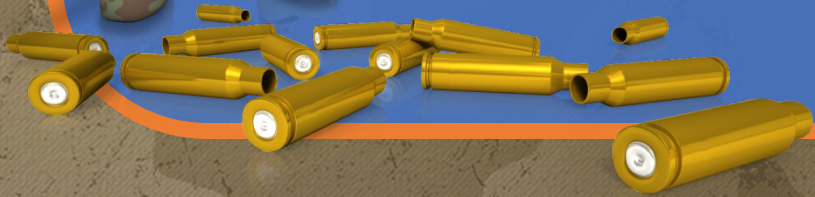
Frying a Chicken



Lets make it Real

Session 4

Tie Your Shoes



Safety Trainers Bootcamp

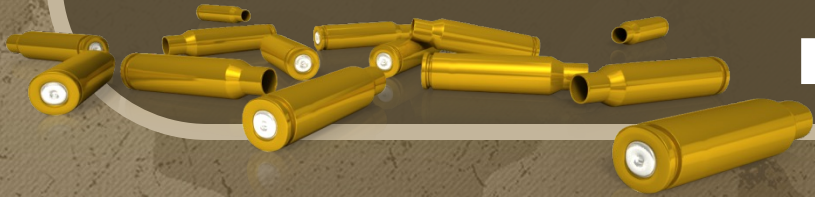
Take Aways Success

**Champion
Committed
Discipline
Enjoy**

**Realize Obstacles
Perception is Reality
Be Prepared
Tackle the Behaviors**

Make It Real

Retention is Learning





HUMAN FACTORS CONFERENCE

Orlando, Florida - November 8–9, 2022

www.humanfactorsconference.com

Questions? Comments?



Jack Jackson

Jack@Safestart.com

210—415-7756