

## **Pep Talk©**

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### **PEP TALK© - Motivating Safe Behaviours**

(promoting Personal Responsibilities for Safety throughout the organisation)

Increasing safety performance increases business performance. Line management invests significant time and effort to promote high standards of safety performance. However, despite this investment unsafe acts are still committed, unsafe conditions are left uncorrected and, at some point, an incident is inevitable. The challenge for safety leadership is to develop, promote and maintain a positive and proactive safety behaviour in all staff at all levels – a personal responsibility for safety. This cannot be achieved by reliance on procedures, discipline, meetings and posters. Nor can it be achieved through the traditional safety “conversations” and “audits” as these rarely identify the root cause of a given behaviour. Without understanding the root cause, we cannot replace an undesired behaviour with a desired one.

PEP TALK© is an elemental and important tool in motivating safe behaviours. Elemental because it forms the day-to-day safety tool of an overall behavioural safety programme, a tool primarily used by line managers as a natural part of their daily responsibilities. Indeed, this is a “top-down” tool which should be embraced by the Chief Executive Officers all the way down to the most junior supervisors.

### **PROGRAMME OVERVIEW**

This workshop provides line managers with the necessary skills to enable them to identify typical behavioural “triggers,” and thereby motivate - and coach - personal responsibilities for safety.

### **WHO WILL BENEFIT**

All line managers, from chief executives to junior supervisors, safety advisors and safety reps

### **STRUCTURE**

Classroom-based workshop, including a mixture of practical demonstrations, exercises and practise.

### **PROGRAMME CONTENT**

The delegate will be able to:

- Understand typical behavioural triggers that drive a given behaviour (ABC analysis, Antecedent-Behaviour-Consequence), the differing behavioural consequences and their respective roles in promoting Just Culture, and options for replacing an undesired behaviour with a desired one
- Conduct a conversation that identifies the root cause of a behaviour, and thereby take effective actions to reinforce a positive behaviour or replace an undesired one, as appropriate to the circumstances
- Undertake the PEPTALK© process – Problem, Effect, Prevention, True cause, Actions required, Lessons learnt, Knowledge transfer
- Understand the benefits of the PEPTALK© process in determining the true workplace safety standards and performance



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All delegates will receive PEPTALK© and Hazard Identification (First Defence©) prompt cards, a PRfS aide memoir and a Motivating Behaviours guide.

### **PROGRAMME DETAILS**

This course duration is one day

This course can also be tailored to match, support or enhance existing Company safety observation programmes

### **PRIOR KNOWLEDGE**

Nil, although attendance at our Personal Responsibility for Safety (First Defence©) workshop/training course would be highly beneficial

### **POST TRAINING**

- Further support is available through hands-on coaching and advice
- Pep Talk© Coach – a Coach-the-Coach workshop is available to provide a workplace coaching capability