

Embrace Errors Don't Hide Them

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Tim Page-Bottorff, MS, CSP, CIT

- SafeStart Senior Consultant Since 2005
- US Marine Corps/Desert Storm veteran
- ASSP Board of Directors
- National Safety Council's Top 10 Speakers
- Author of *The Core of Four: 4 Tools to Navigate Roadblocks to Great Human Performance*
- 2018 ASSP Society-Wide Safety Professional of the Year
- 2018 NSC Distinguished Service to Safety Awardee
- Hobbies: golf, **baseball** and hanging out with the family

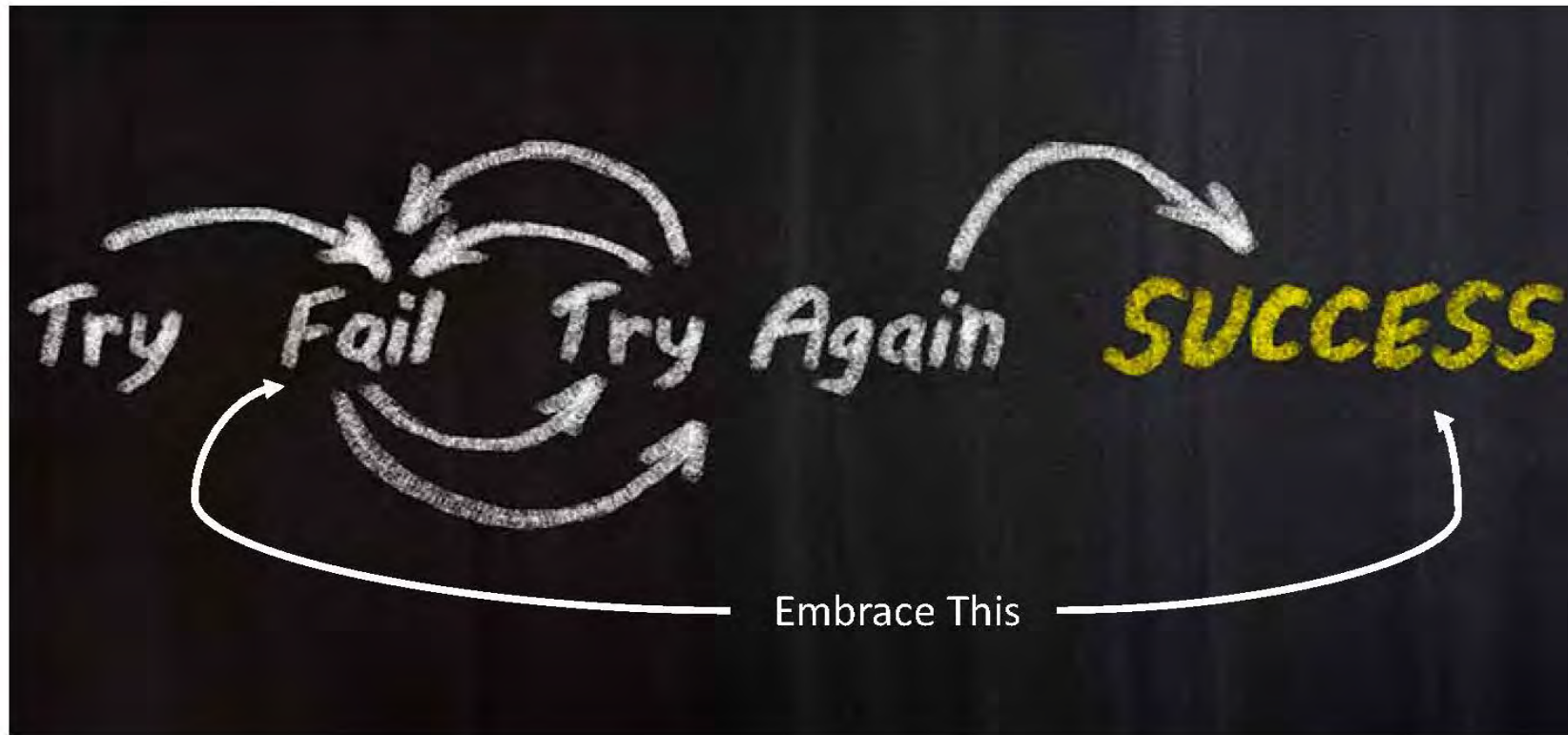


Baseball in Arizona, U.S.



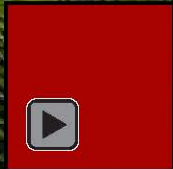


Agenda





Disney
ENCANTO



Agenda Overview



- Why do we hide failure?
- Fear.
- Storytelling, storytelling, storytelling.
- Why embracing error provides organizational feedback and improved performance
- A new lens to open lines of communications.

We Hide When We are Embarrassed

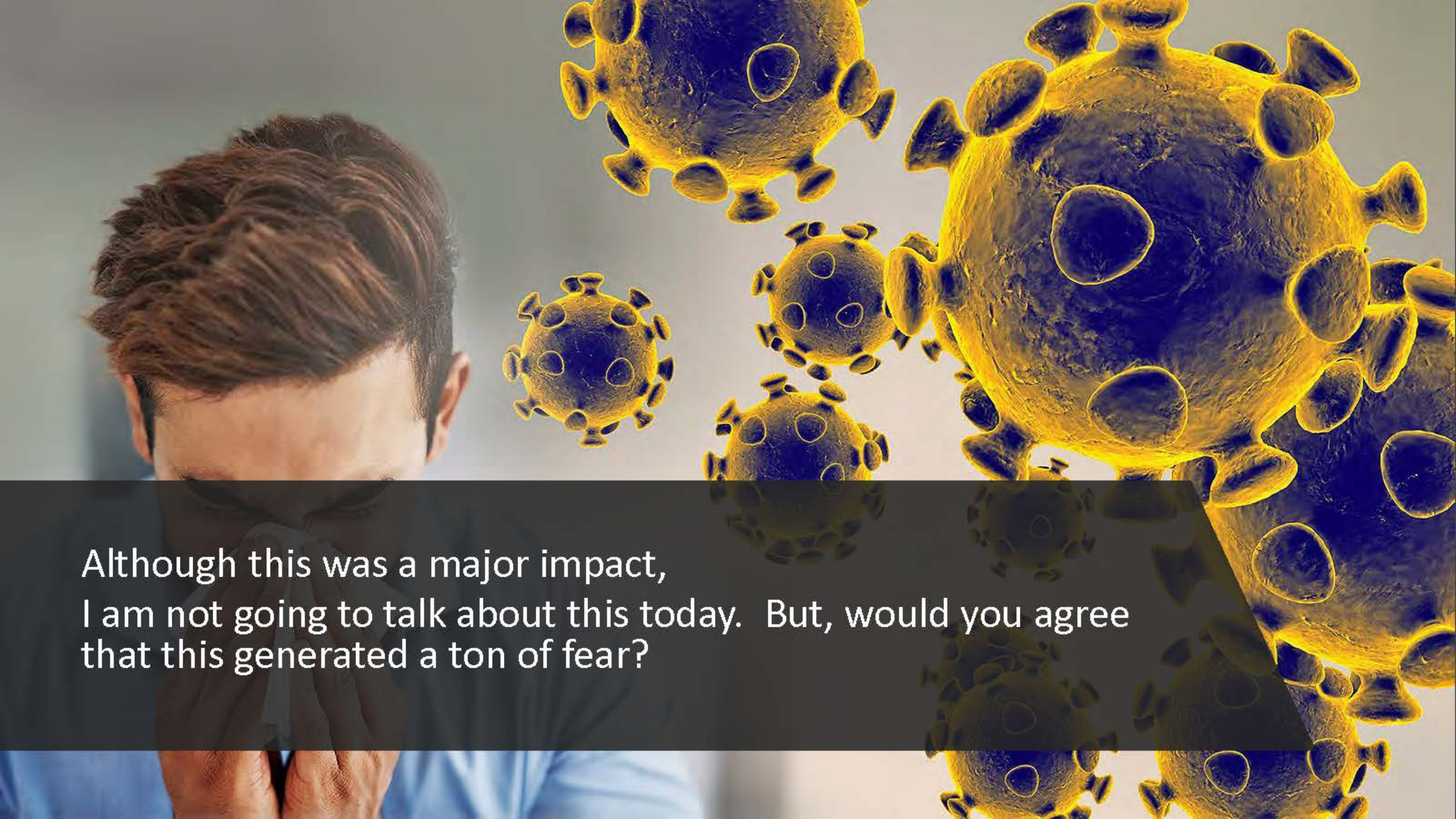
- Are you prepared to share a time when you fell or tripped?
- What was your last mistake? Could you share if asked?
- Why do we feel embarrassed?
 - Red light
 - Extension Cord
 - Raised Carpet= Shame





Modes of Fear

- Fear of failure = Shame
- Fear of pain
- Fear of the unknown (Time based and mostly relates to people feeling they aren't sufficient or have enough education) -2020 Sars-Cov-2



Although this was a major impact,
I am not going to talk about this today. But, would you agree
that this generated a ton of fear?













Arguably We Need To:



Judge, Blame, & Shame Less



Provide a Platform



Remove the fear or face it. Share your mistakes.



Identify Other's Challenges

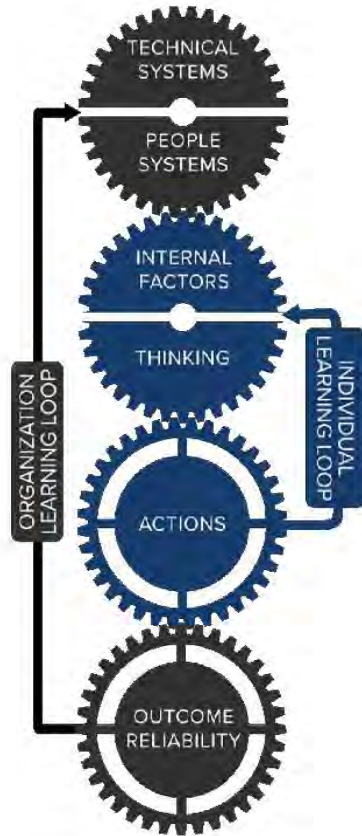


Supervisors need to make safety REAL



Collaborate More Often and Listen when others share.

Sharing and analyzing
is the key message in
this presentation.

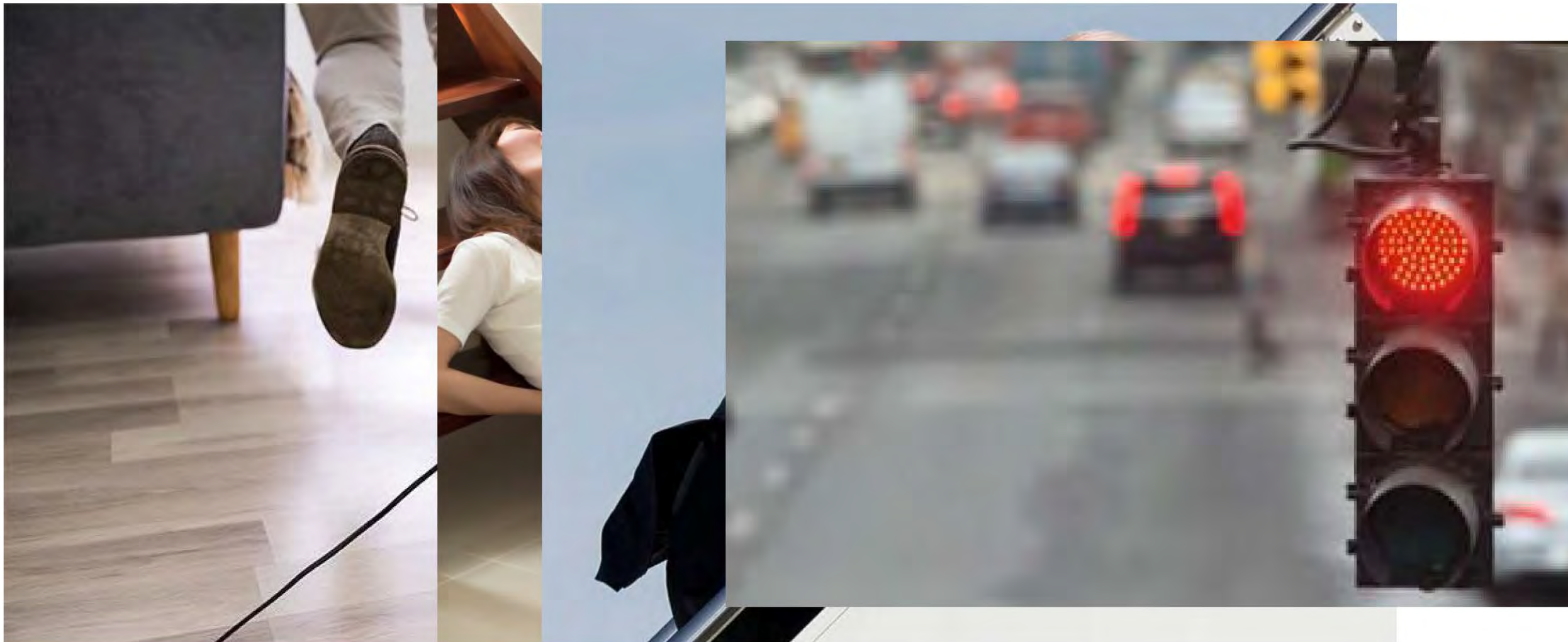


1. Banging your shin
2. Stubbing your toe
3. Dropping something on your foot
4. Falling down the stairs
5. Not seeing a stop sign or a red light
6. Falling asleep at the wheel (or almost)
7. Turning or bumping into something (standing up and banging head)
8. Hitting hand with hammer
9. Cutting yourself with a knife, scissors or razor
10. Burning hand, arm, wrist, etc.
11. Spraining ankle, knee, wrist or thumb
12. Straining back, neck, shoulder, etc.
13. Falling into or onto something hard or sharp

Embrace Errors
Don't Hide Them:
Don't fear them...



MORE ABOUT COMMON INJURIES



It's easier to hide it than
to confront it.

Its easier to sweep things
under the rug...

...eventually you will trip
over the pile.





Start with a Date: What is Your Date?

You definitely have a date. Everyone has a date.



DO YOU REMEMBER

December 7, 1941

Pear Harbor Attacked





DO YOU REMEMBER

November 22, 1963

Kennedy Assassination





DO YOU
REMEMBER

August 16, 1977



Elvis Supposedly
Apparently Died



DO YOU
REMEMBER

September 11, 2001

No Title Required





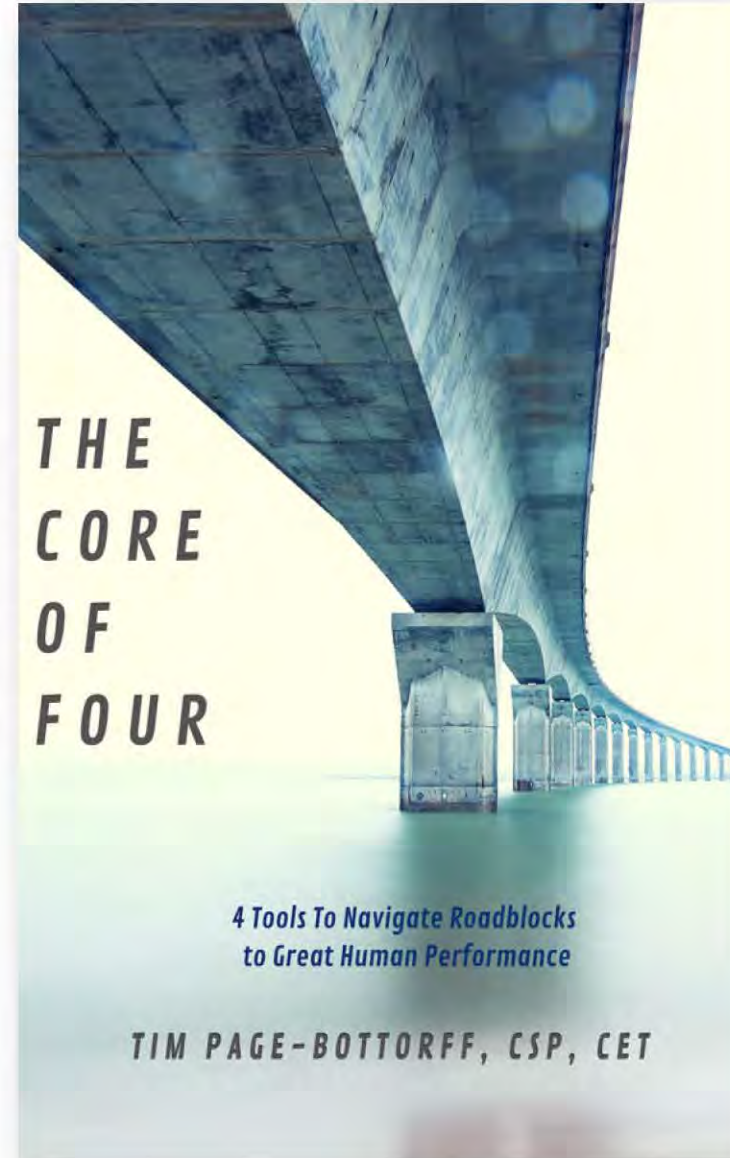
What is Your Date?

You definitely have a date.

COLLECTED STORIES
OF ERROR FROM:
THE **CORE OF FOUR**

4 Tools to Navigate
Roadblocks to Great
Human Performance

Available on:
Amazon
Barnes and Noble
Apple Books
www.thecoreoffour.com





Marine Corps History



January 17, 1991
0300















Portell
PHOTOGRAPHY





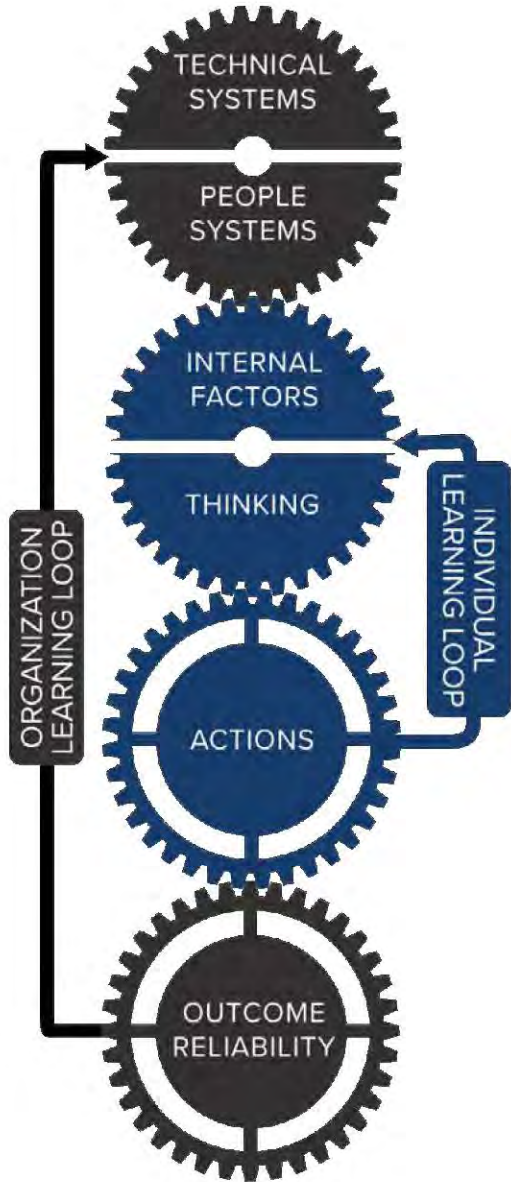


There Isn't One Ring to Rule Them All in Occupational Safety and Health, but;



Give your people an opportunity to speak up.
Leadership can start with using a new lens.

HUMAN FACTORS FRAMEWORK



Human Factors Framework SYSTEMS

PEOPLE SYSTEMS

- work team
- supervisory skills
- organizational culture



TECHNICAL SYSTEMS

- engineering
- process
- equipment
- safety management system

Human Factors Framework

INTERNAL FACTORS THINKING

THINKING

- decision-making
- autopilot
- attention
- habits



INTERNAL FACTORS

- fatigue
- illness
- distraction
- overconfidence



Human Factors Framework

ACTIONS



ACTIONS

- behaviors
- adherence to procedures
- accuracy/errors
- awareness



Human Factors Framework

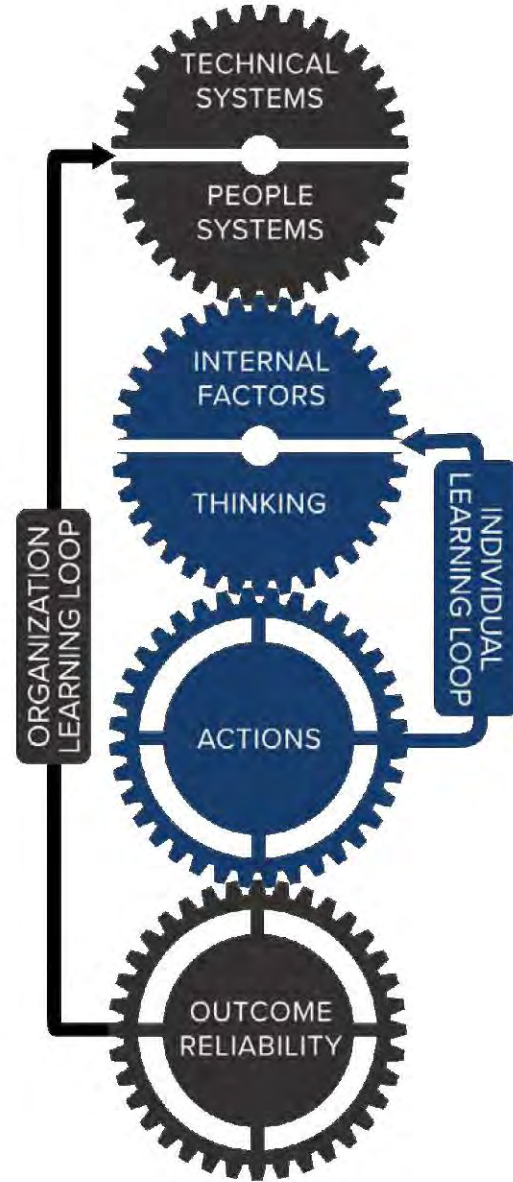
OUTCOME RELIABILITY

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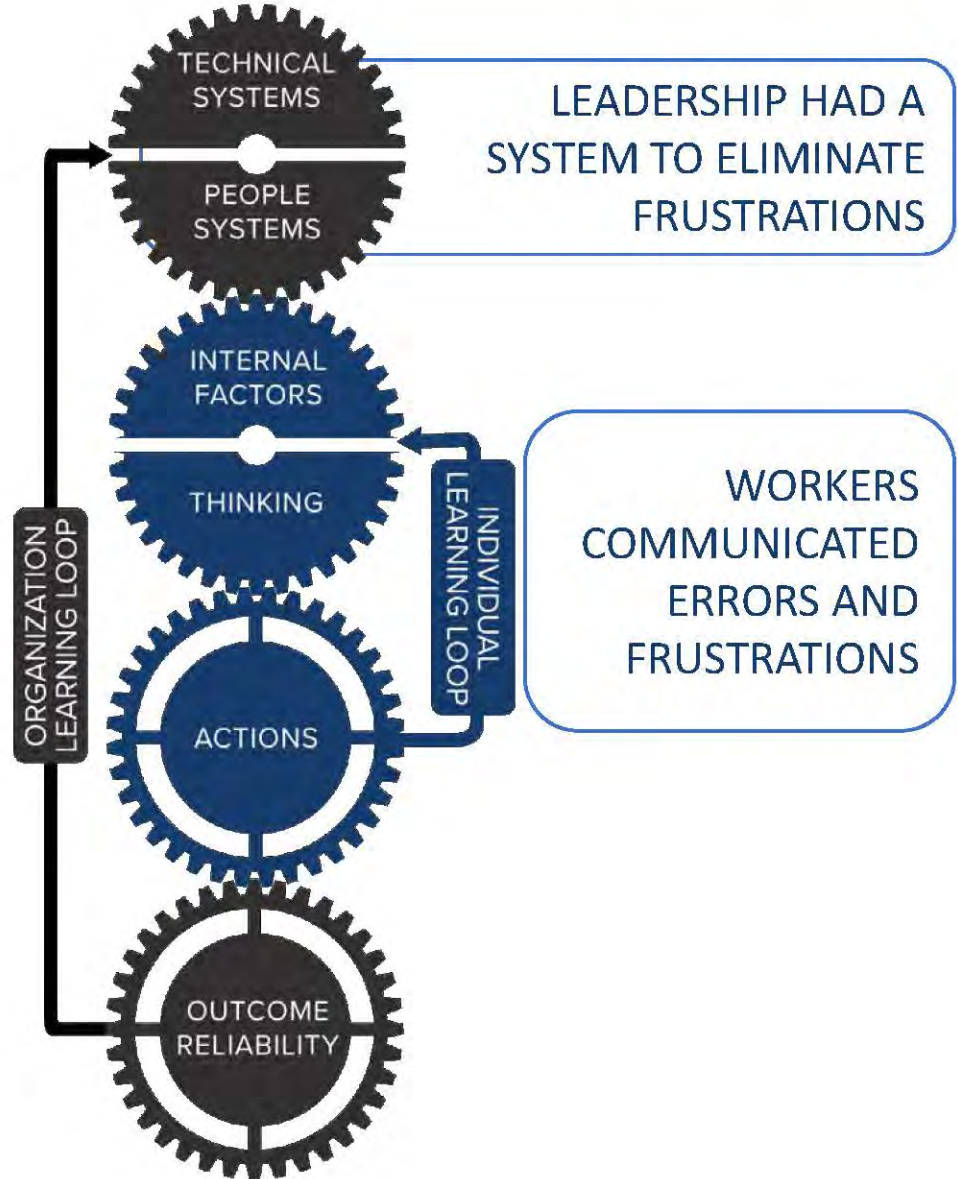
- safety
- production
- quality
- organizational performance



Closing the Loop: HUMAN FACTORS FRAMEWORK



ABB'S SUCCESS



SUPERVISORS ARE THE KEY

WHEN SUPERVISORS CAN:

- give/receive input
- understand how human factors connect to safety outcomes
- Make Safety REAL

THE ORGANIZATION BENEFITS FROM:

- **accurate** leading indicator data
- **positive** day-to-day climate
- **desirable** long-term culture
- **trust and engagement** that thrives
- **a no-blame mindset** will emerge



Make Safety REAL

R = Respect goes both ways

E = Empathize

A = Acceptance

L = Less talk and more listen, less anger, less...or just more love.

USE A NEW LENS

REAL

58

REAL

R = Respect

E = Empathize

A = Acceptance

L = Less, less, less

Summary:

- Fear is REAL
- REAL is real
- Don't judge, Stop
- Collaborate and listen
- Integrate and
- Incorporate Better OLL and ILL
- Allow employees to VENT (Give them a platform)



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Any Questions?
Scan the QR Code
for more info.



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THANK YOU!!!

THANK YOU!!!

Thank You for Attending Today's Presentation!

Scan the QR code for resources to help build valuable **EHS skills** and knowledge.



safestart.com/cp3



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