

# WORKPLACE COMPLACENCY SAFETY SEGMENTS



Complacency occurs in every workplace and individual complacency will differ. Complacency can be defined as self-satisfaction with yourself and your own abilities, especially when accompanied by a lack of awareness of present dangers or process deficiencies. Most jobs are repetitive, and gradually people can take things for granted, in their daily work. This can lead to health and safety risks to themselves and their colleagues.

## INTERNAL & EXTERNAL FACTORS

### DIRECTIONS

Start the discussion by setting the expectations for creating a safe space and respecting everyone's feedback. Please print out the following [infographic](#) and give each staff member 5 minutes to read it. After everyone is done, use the guiding questions to facilitate a group discussion

### SAFETY SEGMENT DISCUSSION

#### Guiding Questions:

- Why is it important to address complacency?
- What are the external factors that contribute to complacency?
- What are some internal factors that contribute to complacency?

#### Alternative Activity:

Instead of the handouts, you can watch this [video](#).

What are the key points to remember

- Complacency can lead to serious incidents
- Complacency can lead to frequent near misses
- Know what factors may be attributed to complacency and how to prevent it



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# SITUATIONAL AWARENESS SAFETY SEGMENTS



The term “situational awareness” is often used when people miss something important at work that leads to an injury, or equipment failure.

Think, of the factors that can impact awareness: fatigue, cognitive overload, the various distractions around us, not knowing, and, of course, working in fast brain mode. For these reasons, it’s prudent that organizations proactively promote situational awareness, especially for tasks that may have a serious injury or fatality potential.

## SITUATIONAL AWARENESS EXERCISES

Simply requesting that employees “remain situationally aware” is not a strategy informed by science and will always be met with skepticism and flawed execution. This happens because simply telling people to be situationally aware doesn’t teach them how to see more deeply or recognize a change in the environment or recognize the subtle signs associated with increased anxiety, and violent, aggressive, or at-risk behaviors.



Looking for simple ways to improve your team’s situational awareness and observational skills? Try integrating exercises like these into your regular safety training.

First exercise: This is an exercise focused on training your memory. Test your team members by showing a group of items (in a photo or physical items spread out in a way that they can be shown and then covered up) and challenging them to list as many as they can without looking again.

Observational awareness exercise: This exercise tests how perceptive your team is. Challenge employees to describe the details of a given space—based on their existing observations—without looking around at it.



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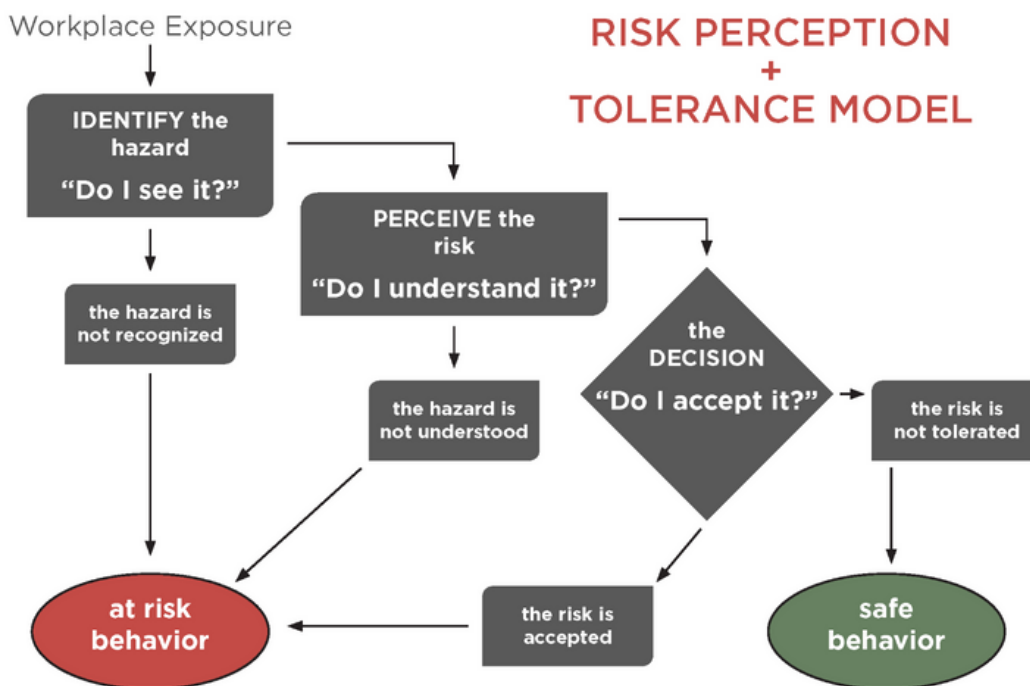


# RISK AWARENESS SAFETY SEGMENTS

Risk awareness is the extent to which a person or organization is aware of potential or actual hazards. A definition of risk awareness is: "having an understanding of what risks exist, what impact they can have, and how to deal with them, but also constantly keeping an open eye for new risks."

## PERCEPTION + TOLERANCE

Ineffective risk awareness can create additional stress for employees. Risk perception refers to people's subjective judgments about the likelihood of negative occurrences such as injury, illness, disease, and death. Tolerance is the amount of risk you are willing to take.



## SAFETY SEGMENT DISCUSSION

Guiding Questions:

- Identify a hazard and walk through the risk perception & tolerance model
- Are there at-risk behaviors occurring?
- How do risk perception and risk tolerance affect you or others you work with?

Notes to the Team Leader:

- A strategy that works well is embedding prompts through critical work tasks that spark a worker to look for hazards and exposures and to detect change.



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# WORKPLACE COMPLACENCY SAFETY SEGMENTS

## ALTERNATE RESOURCE: WORKING AT NIGHT

Working at night may cause physical and social disruptions, such as sleep deprivation and disruption, risk of injury from drowsiness, and impaired family or social relationships. During night work, use special precautions at the work site. Above all, you must increase visibility and know your surroundings.

### DIRECTIONS

What do I need to know about my surroundings?

- Know the location of safe routes to employee parking
- Safe paths to and from your facility.
- While walking watch out for equipment and other workers
- Know your assigned work areas, is there adequate lighting?
- Know which supervisors are responsible for your safety and whom to contact with any questions or how to report problems.

### SAFETY SEGMENT DISCUSSION

Guiding Questions:

- What are your organization's mental health strategies for staff who are working at night?
- Are you aware of your surroundings when arriving at or leaving work?



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