

BMTFedNewsletter

Hotel conference rate
just £89 B&B.
Book by 9th November
(quote Hollin Consulting)

Behaviour Based Safety Conference

Conference Day – 1st December
Workshop Day – 30th November
“10 years of BBS and how it was done”
at
The Park Royal Hotel,
Stretton, Warrington WA4 4NS

[click to download flyer](#)

Behavioural Management Techniques (BMT) is a blend of applied behavioural science tools and project management skills. BMT is used to improve business and safety performance.

The Conundrum of Worker Engagement

by Howard Lees

“I work hard, I am in a position of responsibility, I am a good leader, I am not scary at all, I am calm, I say hello to everyone, I am respectful and polite, so how come I can’t get people to do what I want them to do?”

“I take great effort to plan my work, I think about work all the time, driving in my car, doing the dishes, mowing the lawn, I have many ideas, I communicate with everyone regularly, I have good communication tools, email, Blackberry, so why won’t they do what I want, why am I constantly let down by perfectly able people that I like?”

“It can’t be me that’s at fault can it? Do you think I need to hire some better talent?”

OK brace yourself, you’re not going to like this next bit at all. We’ve already talked at length about the fact that the workplace environment drives behaviour, that you are perfectly designed to get what you currently get, that if you are the leader you get precisely what you deserve, that everything that currently happens around you happens for a reason.....and relax.

I am old, I have watched great leaders, I have seen them work magic, they set very clear expectations (not detailed – **clear**, i.e., they say what they want, and send their people off to decide how to deliver it) they are calm, polite, they are available to speak to, they have tidy desks, they are scary and yet exciting to be around. They don’t actually say that much, they keep things very simple, they listen, you can tell that they listen, they listen to you and then do things that impress you, you feel a respect and security that they listened to you. It feels good, you are confident, you start listening more to your people, more of the right things start to happen, you don’t over-react anymore when something goes wrong.

Yes you may have to say to someone, *“look I need you to come and see me in my office tomorrow, I’ll tell you what it’s about when you come.”* When they arrive in your office you may say something like, *“sorry but this isn’t going to be a conversation, I will speak and then I want you to leave and think about what I said. I specifically asked for you to deliver something by Wednesday, you said I’d get it and I didn’t, I don’t want this to happen again please.”* When it comes down to it, you have to do this kind of thing, probably not often but you must follow up if things don’t get delivered. Once you let stuff go, then no-one really knows what you want or by when. That’s what keeping things simple means. Set clear expectations, provide appropriate consequences for people. Effective leadership is most definitely **not** complex.



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Notes on BMT
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The BSN Conference

by Bob Cummins

Saturday 24th September; we are sitting in one of the most beautiful, tranquil and inspiring places that I have had the pleasure of visiting. We can see the lake between the tall fir trees through the window as we sit at the table preparing for our workshop. Howard, John, Nicole and I are at Lake Tahoe, California getting ready for the 2011 Behavioral Safety Now; International Conference.

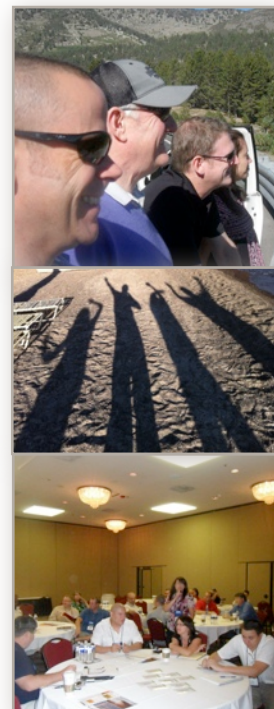
The BSN Conference has been taking place for the past 14th years. This year it was held in Reno, Nevada. I doubt that there are many places like Reno in America. Reno, known as The Biggest Little City in the World, is famous for its casinos and in the past its liberal divorce laws. It has also legally licenced massage parlours and prostitution. These are not the usual associates of an International Safety Conference, however, they added to the experience (not literally) if only to provide us with some material for our presentations.

It's Tuesday 27th September; today is the day of the workshops, two, 4 hour sessions. **"10 years of BBS success stories and how it was done"** was our title. We meet at Starbucks at 6.45am (yes, the hotel has a Starbucks as well as a shopping mall, a cinema, a bowling alley and of course a 24hr casino). I am nervous but not as nervous as I thought I would be. I have been up since 4am rehearsing. We have coffee and bagels, I'm getting into bagels now. John looks intense, Howard looks his usual cheeky confident self and Nicole looks super cool. I begin to feel sick.

The next 9 hours flew by; the day went well. We set out to do something different, to create a buzz, to deliver something useful but something that would challenge the norm. I think we did. The audience were great, the slides were spot on, our delivery was good and as usual, Howard's rants were insightful and entertaining. I was under clear instructions from Nicole and John not to swear and to speak clearly. It is difficult to be self-aware when you are presenting, it takes lots of practice and feedback but still you end up in automatic mode. One of the RF card questions asked, *"can you understand Bob?"* it was funny but at the same time useful to get real time feedback, 38% said they couldn't, oops, speak clearly Bob I told myself.

The main conference started the next day, there were some really good keynote speakers, Aubrey Daniels, Scott Geller and Tim Ludwig to name but a few. It was an honour to see some of the guys whose books you have read and whose words have inspired you. I got a lot out of the conference; I met some fabulous, dedicated, interesting and really cool people. The guys from Supervalu, ADM and Halliburton to name but a few. All genuinely persuing the goal of creating and maintaining a safe environment for their workers through behavioural science. I take my hat off to you guys and I wish you all the best in your quest. I hope we meet again soon.

Some time ago, Howard coined a phrase, **"doing cool stuff, in cool places, with cool people"** this ticked all of those boxes. The audio from our talks is available should you wish to hear it, I hope you enjoy!



What I Learned on Vacation

by Nicole Gravina, PhD

This past summer I visited Mackinac Island in Michigan, a National Historic Landmark and tourist attraction that allows visitors to relive the late 19th century. While there, I visited Fort Mackinac, which is a former military outpost that now features reenactments including a court martial.

Apparently, after the war of 1812, the 75 American soldiers at the Fort were left without much to do and started engaging in mischief. In just one year, they racked up 81 court martials for doing things like damaging property, fighting, and not returning to the Fort after an evening out on the town. The following year, the Fort added a bar, game room, and several other enjoyable activities on site and also assigned maintenance tasks to the soldiers rather than hiring them out. The number of court martials declined to one.

When there isn't enough reinforcement available, people will seek it out. Sometimes, that means they will end up engaging in mischief. At work, this can look like milking the clock, employee theft, gossip, and bullying. If this is happening with several employees in your organization, it might be time to increase the amount of reinforcement available for doing the right thing. I'd suggest skipping the addition of an onsite bar, though.