CONCEPT

Behaviour-Based Safety (BBS): Observation, Feedback and Programme Design

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Introduction:

Most workplace injuries involve an at-risk behaviour, yet many sites respond with posters, reminders and discipline that change little on the shop floor. Behaviour-based safety BBS offers a structured alternative: pinpoint the few critical behaviours that matter, observe them, give feedback in the moment and remove the system causes that make shortcuts attractive. This Core Concept course equips practitioners to design, launch and run a BBS observation programme that workers trust. Participants leave with a BBS Programme Launch Pack containing a critical behaviour checklist, observation card, feedback script and leading indicator scorecard.

Course Objectives:

- Analyse at-risk behaviours at a work site using the ABC model to identify the antecedents and consequences that sustain them
- Build a critical behaviour checklist and observation card from incident, near-miss and task data
- Conduct safety observations and two-way feedback conversations that reinforce safe practice without assigning blame
- Record observation data, calculate percent-safe scores and interpret trends to target barrier removal
- Organise employee involvement through peer observation, observer training and a BBS steering team
- Produce a BBS Programme Launch Pack with a leading indicator scorecard for the participant's site

Target Audience:

- HSE advisers responsible for designing and coordinating site safety improvement programmes
- BBS coordinators and facilitators who train observers and manage observation data
- Frontline supervisors and team leaders who hold daily safety conversations with crews
- Employee safety representatives and peer observers taking part in observation rounds
- Operations and maintenance leads accountable for acting on barriers raised by observations

Course Outline:

Day 1: Human Behaviour and At-Risk Behaviour at Work

- Behaviour-Based Safety BBS Principles and Programme Scope
- Safe Versus At-Risk Behaviour Definitions and Observable Criteria
- Behaviour Iceberg: Incident, Near-Miss and Unsafe Act Data Review
- Error, Violation and Shortcut Types in Human Factors Terms
- Site BBS Readiness Assessment Questionnaire

Day 2: The ABC Model and Critical Behaviour Design

- ABC Model: Antecedent, Behaviour and Consequence Analysis
- Soon, Certain and Positive Consequence Matrix
- Pinpointing Critical Behaviours From Task Risk Data
- Critical Behaviour Checklist Construction and Operational Definitions
- Observation Card Layout, Sampling Plan and Observation Frequency

Day 3: Conducting Safety Observations and Feedback Conversations

- Observation Round Protocol: Announce, Watch, Record and Discuss
- Positive Reinforcement Feedback Script for Safe Behaviour
- Coaching Conversation Model for At-Risk Behaviour
- Barrier Identification Questions During the Feedback Discussion
- Peer-to-Peer Observation Agreements and Anonymity Rules

Day 4: Data, Trends, Just Culture and Programme Pitfalls

- Percent-Safe Calculation and Observation Data Quality Checks
- Trend Charts and Control Charts for Behaviour Data
- Barrier Removal Action Log and Close-Out Tracking
- Just Culture Decision Tree to Separate Error From Reckless Conduct
- BBS Failure Modes: Blame, Quotas, Pencil Whipping and Observer Fatigue

Day 5: Role-Play Practice and the BBS Programme Launch Pack

- Construction Crew Role-Play: Working at Height Observation and Feedback
- Warehouse Role-Play: Manual Handling and Forklift Interaction Observation
- Steering Team Charter and Observer Training Plan Drafting
- Leading Indicator Scorecard: Observation Rate, Contact Quality and Barrier Close-Out
- BBS Programme Launch Pack Presentation and Peer Critique

Skills You Will Gain:

- ABC Behaviour Analysis
- Critical Behaviour Pinpointing
- Safety Observation Technique
- Constructive Safety Feedback
- Percent-Safe Data Analysis
- Peer Observation Facilitation
- Just Culture Judgement
- Leading Indicator Design

Why Attend This Course:

- Return with a BBS Programme Launch Pack ready to pilot with one crew or area
- Hold observation and feedback conversations that workers welcome rather than avoid
- Move the safety discussion from who made a mistake to which barriers make at-risk behaviour likely
- Rehearse realistic observation rounds with practitioners from construction, manufacturing, logistics and energy

Conclusion:

A behaviour-based safety programme succeeds when observations lead to useful conversations and fixed barriers, not to counting or blaming. This course moves from how people behave at work and why shortcuts persist, through the ABC model and critical behaviour design, to observation rounds, feedback conversations, percent-safe data and just culture judgement. The final day rehearses observation and feedback in realistic role-plays and assembles a BBS Programme Launch Pack that participants take back to start or renew observation on their own site.