

COMPLACENCY - DESTROYER OF SAFETY

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SAFETY

ASSP San Diego Chapter
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FOCUS MANAGEMENT
ASSOCIATES

AGENDA

- 1. What is complacency?**
- 2. How complacency creeps in**
- 3. Cognitive biases that feed complacency**
- 4. Real world examples**
- 5. Strategies to combat complacency**
- 6. Key takeaways**

WHAT IS COMPLACENCY



COMPLACENCY IS...

**A feeling of contentment
or self satisfaction**



**Lack of awareness or
indifference to danger**



COMPLACENCY OCCURS WHEN...

Safety becomes routine



Employees let their guard down over time



HOW COMPLACENCY CREEPS IN



COMPLACENCY CREEPS ...

**Performing tasks
repeatedly
without incident**

**Workplace
changes slowly
over time**

**”We’ve always
done it
this way”**

**Lack of recent
training /
education**

**Leadership
complacency
spreads to staff**

COGNITIVE BIASES FEEDING COMPLACENCY

- Normalization of deviance
- Confirmation bias
- Optimism bias
- Illusion of control
- Inattentional blindness



NORMALIZATION OF DEVIANCE



Acceptance



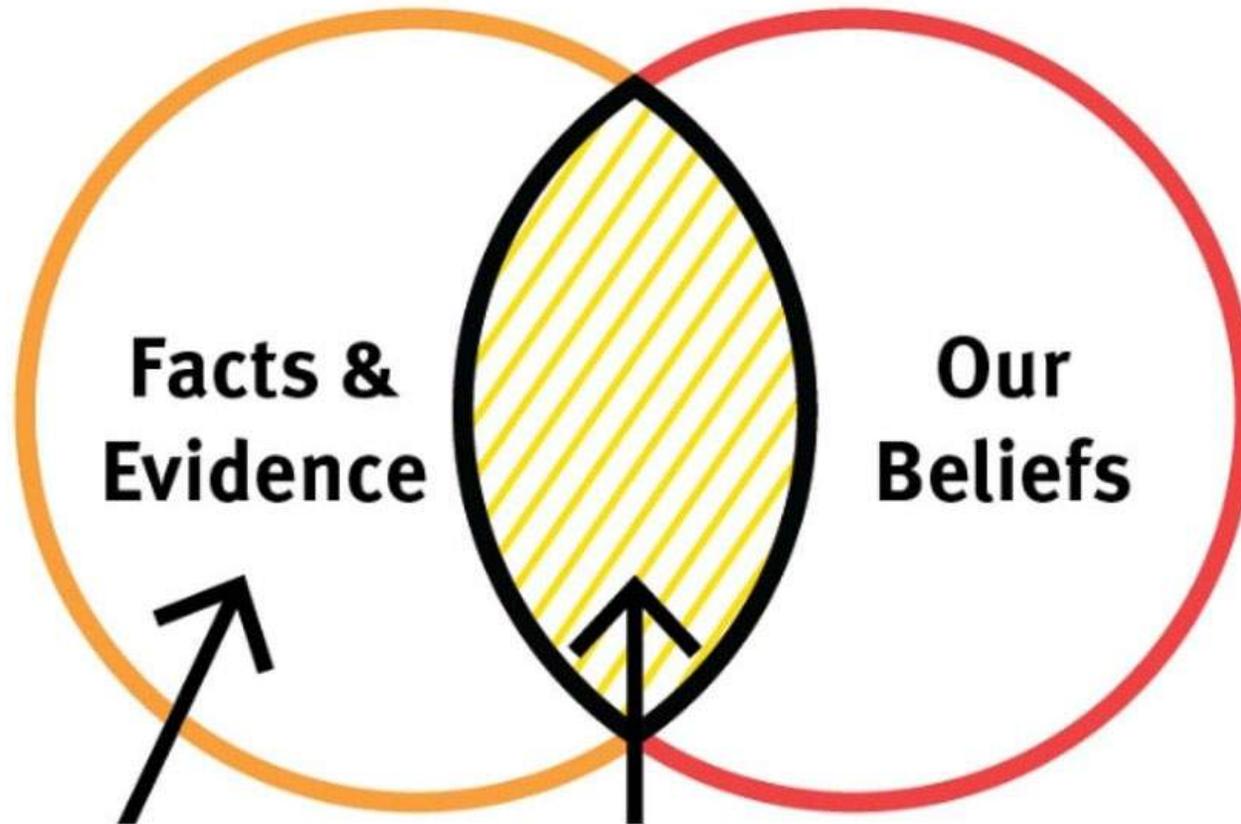
Rationalize



Low

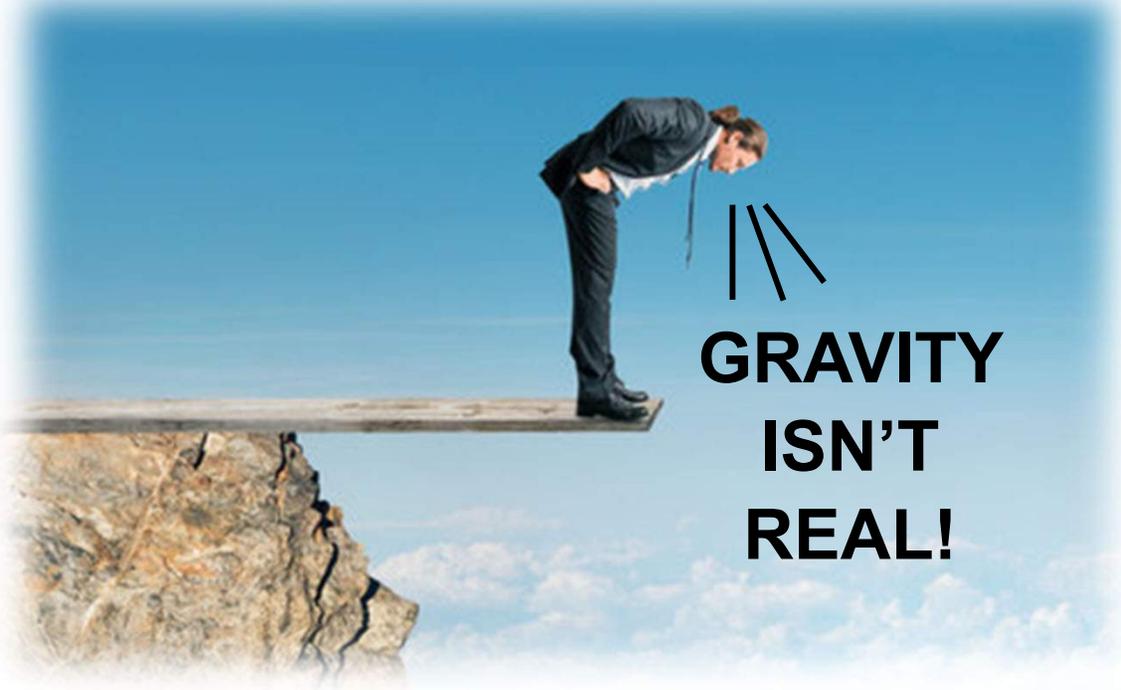
FAILURE

CONFIRMATION BIAS



Evidence
we *ignore*

Evidence
we *Believe*



**GRAVITY
ISN'T
REAL!**

40% in 2021

**YOU'RE
GOING
TO
FALL!**



OPTIMISM BIAS

**“That’s
how I was
shown to
do it.”**

**“He’s done
this 100
times before
with no
problem.”**

**“I do
riskier
stuff than
this at
home.”**

**“It won’t be
that bad.
Nothing will
happen.”**

ILLUSION OF CONTROL



REAL WORLD EXAMPLES

Fatalities due to lack of fall protection



Back injuries from repeated unsafe lifting

Lack of PPE leading to chemical burns

Amputation due to machine safeguard removal

Explosions from ignoring hazardous chemical handling

STRATEGIES TO COMBAT COMPLACENCY



ONGOING TRAINING



ANONYMOUS REPORTING

Report with
confidence



REGULAR AUDITS/INSPECTIONS



Prevention

Policies

Regulations

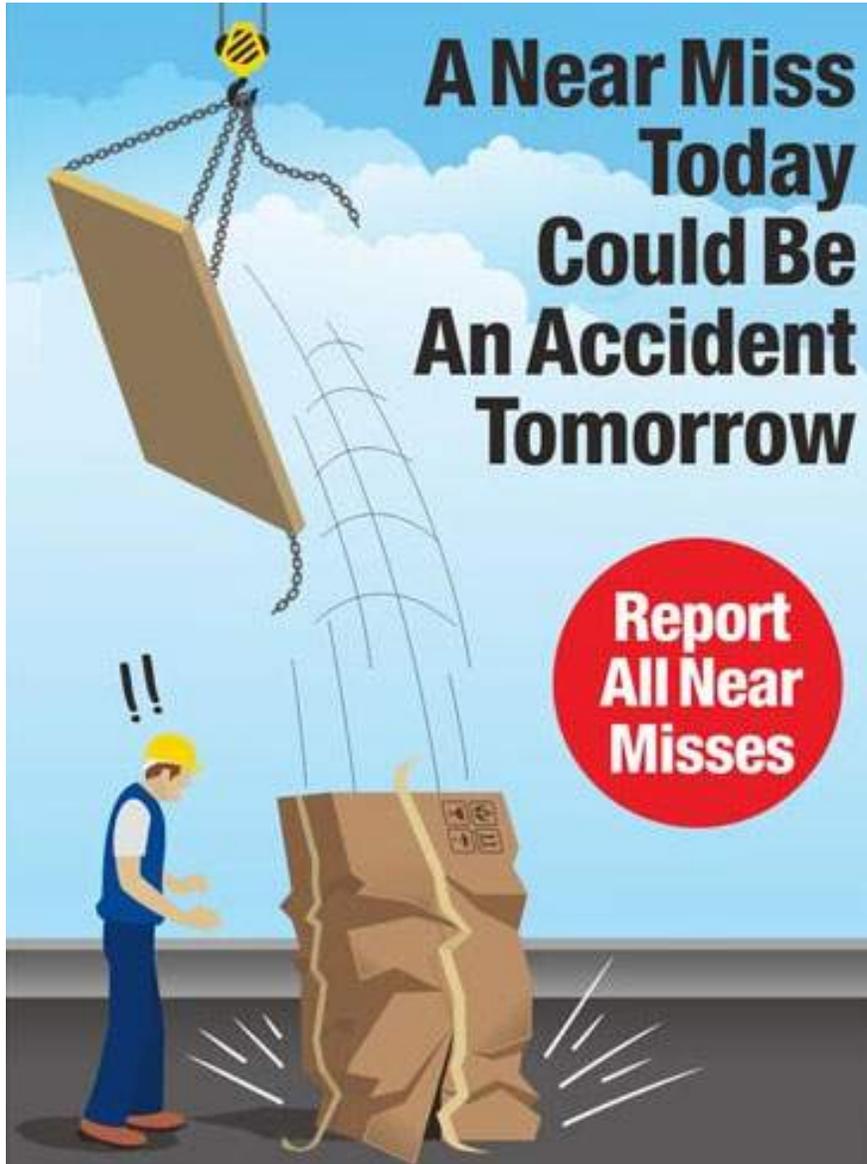
Procedures

REINFORCE SPEAKING UP

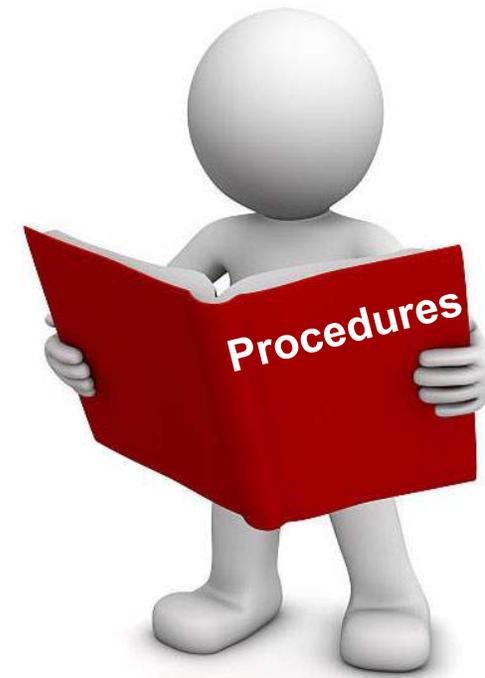
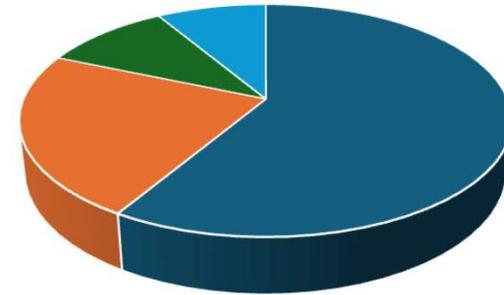
**Prevent accidents
to yourself and
others**



ANALYZE CLOSE CALLS



Analyze Data





**QUESTIONS? COMMENTS?
THOUGHTS?**

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