



AMERICAN SOCIETY OF  
SAFETY PROFESSIONALS

# PSYCHOLOGICAL SAFETY:

## *An Approach to Improve Safety in Construction*

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# Learning Outcome

- **Psychological Safety-Overview**
- **Safety Management**
- **Leadership commitment**
- **Construction – Workforce**
- **Psychological Safety- Standard**
- **Enhanced Productivity-communication**
- **Socio-cultural – Workforce**
- **Quiz Time**



# Psychological Safety: Overview

**“ ..... Creating an environment of trust where everyone feels comfortable discussing mistakes, asking for help and sharing ideas without fear of retaliations.”**



# Psychological Safety: Overview

***Humans have evolved based on the brain's “fight or flight” response to a threat, an improved Safety Culture and performance outcome is achievable if organizations embrace psychological Safety approach at workplaces***



# Safety Management

The traditional approaches to safety management focus on **Negatives**

*“Safety professionals identify hazards and evaluate the potential of the hazards to cause Harm injury or illness; Damage to property and/or the environment. We recommends administrative and engineering controls that eliminate or minimize the risk and danger posed by the hazards.”*





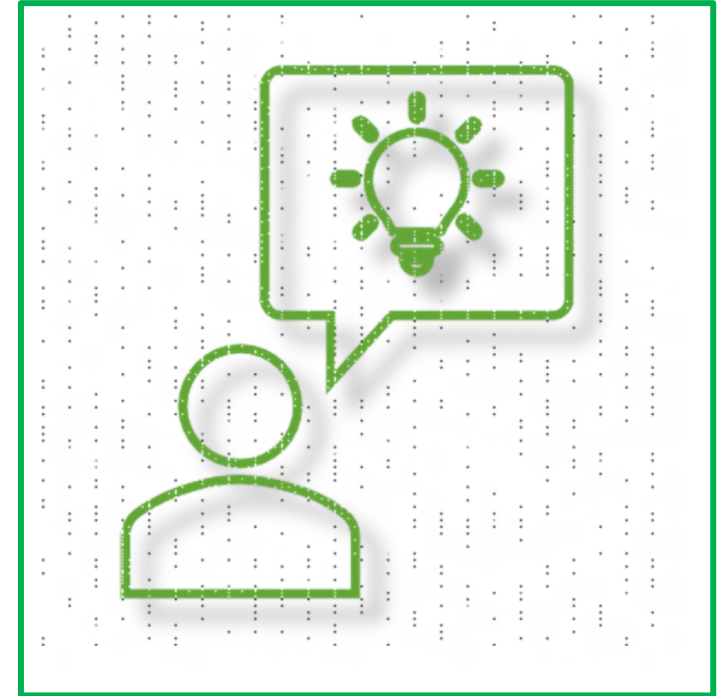
# Safety Management

The impression that all accidents are caused by people's poor attitudes.

In other words, we treat everyone in the same way and adopt a 'scatter-gun' approach to changing people's attitudes by

- Showing a video or
- Deploying safety training course

With the hope that their views and subsequent behaviour will change.



# Safety Management

The Question is - **Why do these attempts fail?**

- We lack understanding of the workforce attitudes and their sociocultural background.
- Lack of leadership engagement in reinforce safety values and goals

**The way to see the improvement of work performances as a means to improving safety performance**



# Psychological Safety: Concepts

We internalize the views and beliefs of others; attitudes are socially constructed.

“ Meaning that we internalize the underlying reasons for behaving in a particular way, at the same time, we learn a particular behaviour”.

When leaders turn a blind eye to unsafe behaviour to suit productivity needs, Labors understand that unsafe behaviour is the correct way of behaving, because production output is more important than safety.





# Psychological Safety: Construction

Workforce's behaviour is not only determined by their attitudes, but also by their evaluation of the immediate situation and the likely outcome of their behaviour in that situation.



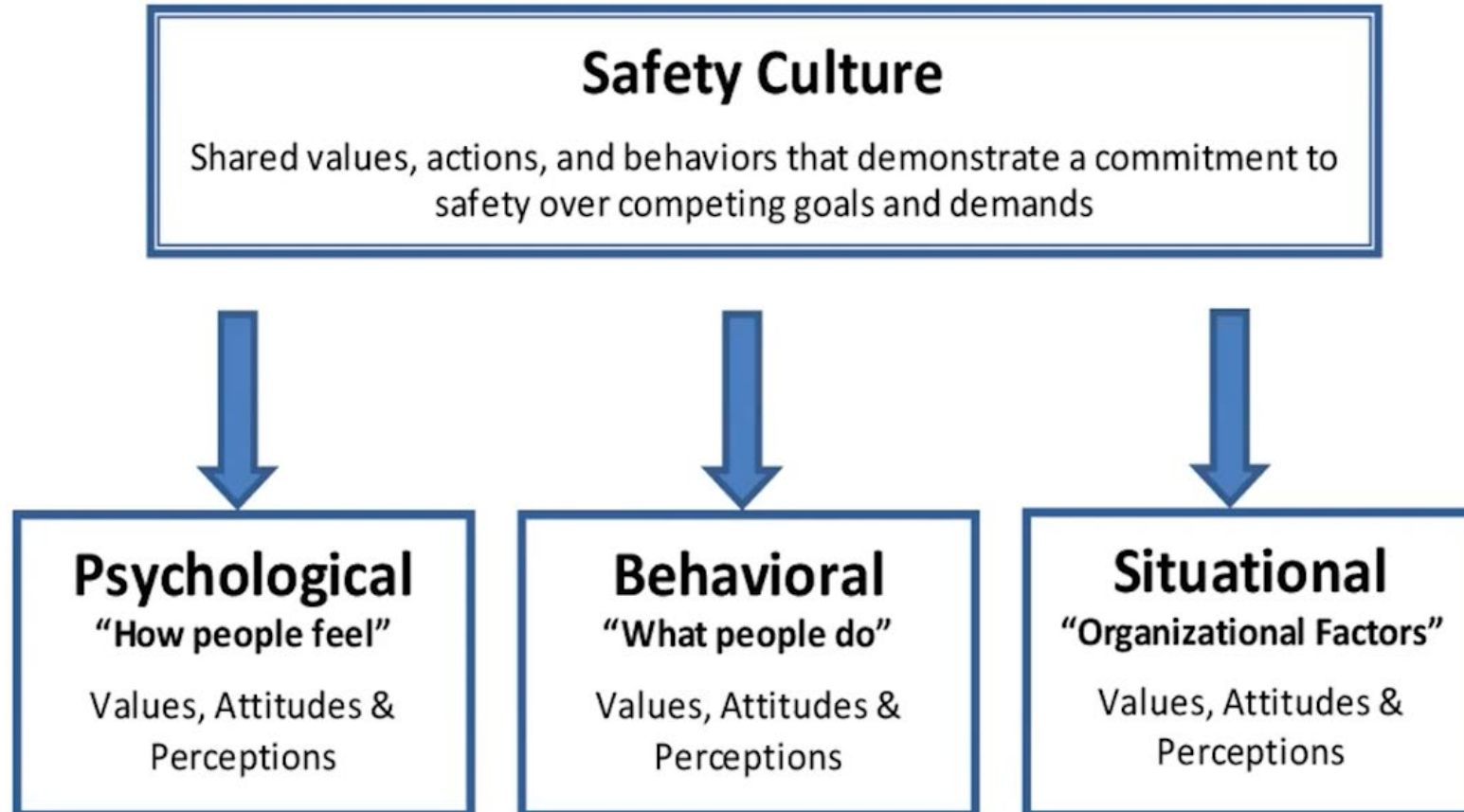
**Psychological Safety in Construction is an empowering process that aims to win workforce's hearts and minds,**

# Psychological Safety: Communication

- Communications
  - Consultation
  - Collaboration
  - Facilitation (Solution)



# Psychological Safety: Culture



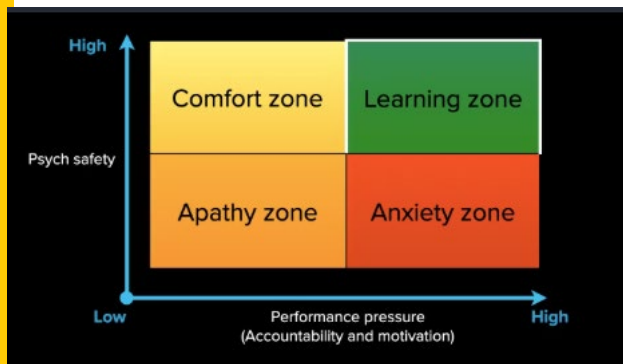
# Psychological Safety: Construction

***Remember :***

***“An High performing teams record making more mistakes.”***



# Psychological Safety: Standards



**Without compromising standards**



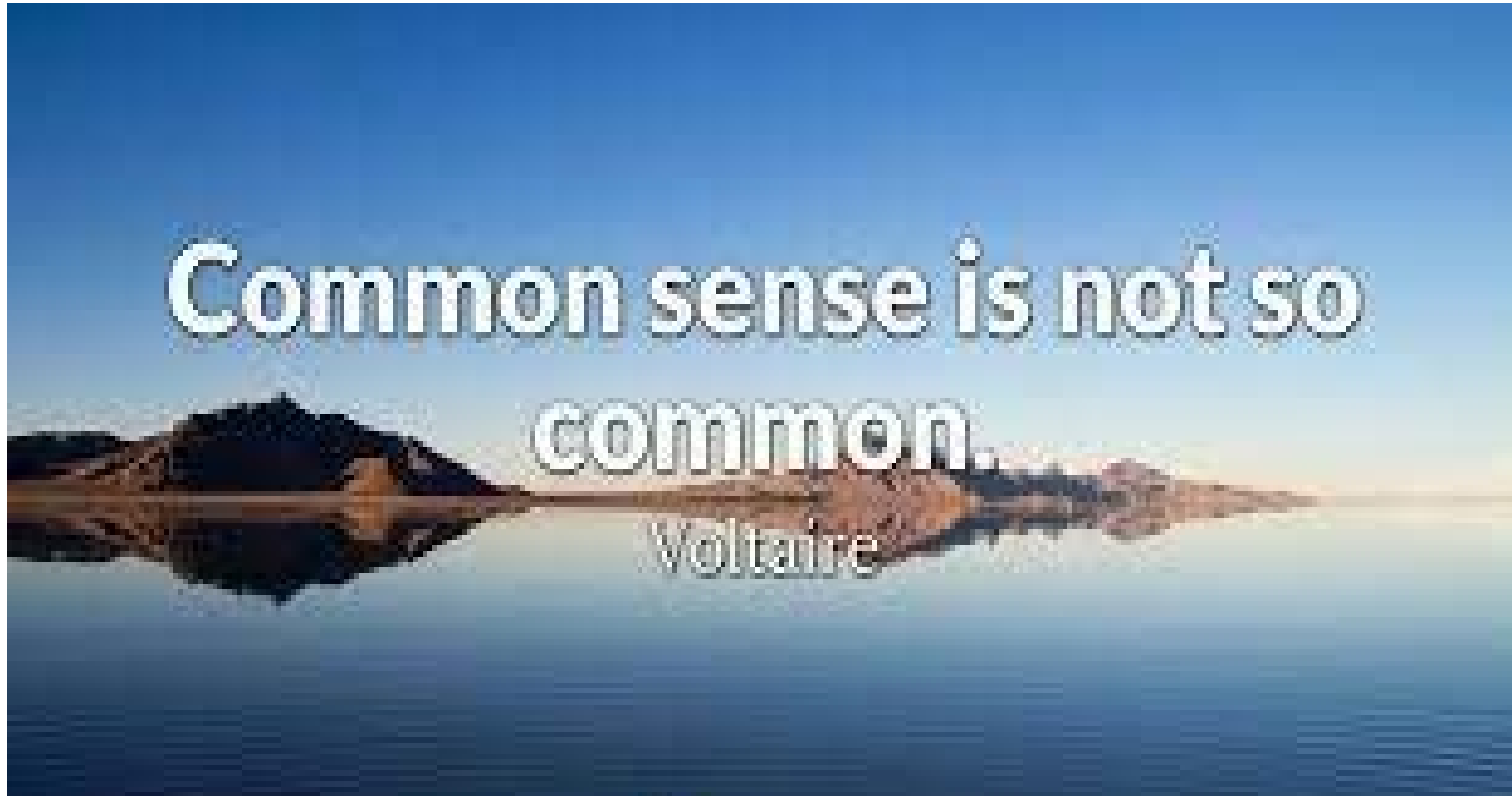
# Psychological Safety: Leadership

- Leadership at Construction workplace
  - Leader influence
  - Perception and values
  - Hands, Minds and Hearts
  - Endurance
  - Continuous Engagement





# Psychological Safety :Leadership



# Psychological Safety: Hearts & Minds



“People don’t care how much you know until they know how much you care”

*Extract – Pam Walaski CSP*

# Safety Professionals: Hearts & Minds

It was a great opportunity to **volunteer for humanity** and contribute to the success of the Company Generation Next Day event.

Before and during the event, I took a moment to reflect on why I got involved. A few reasons stood out:

- The joy of meeting colleagues with their wonderful kids and witnessing smiles all around.
- The inspiring experience of spending time with children in the craft zone, reminded me of my commitment as a safety professional—to go the extra mile in ensuring that my colleagues return home safely to their loved ones every day.

**Larry Winget** once said: "Discover your uniqueness and exploit it in service to others, and you are guaranteed success, prosperity, and happiness."

Being a safety professional is truly a way of life, and I remain dedicated to the pursuit of a safer workplace for all.





# QUIZ TIME

# True or False ?

- Safety is not the absence of accidents it is the presence of capacity.
- Saying an event was caused by error or not following procedure is like saying an object fell due to gravity. It's always true it just doesn't tell us anything.
- Being a good safety manager is about controlling whether workers make mistakes.
- Workers don't cause failures; they trigger latent conditions that lie dormant in an organization waiting the right moment in time and the correct alignment of factors. It's not who failed, its what failed.
- The organization focuses on enabling workers to complete work tasks successful.



# Safety Professionals

- Earn Leadership buy-in ,
- Intervene through a systematic behavioral improvement approach.
- Drive safe behavior with focus on socio-cultural diversity
- Engagement and Communication
- Relationship
- Recognition and reward

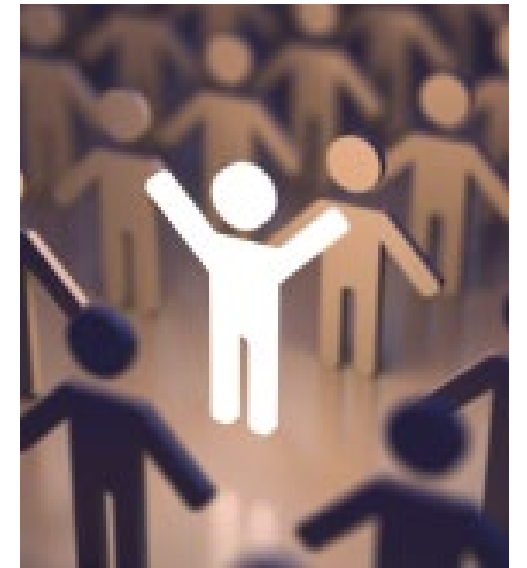




# Summary

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We have collective understanding of psychological safety and socio-cultural factor in construction workplaces and how it help safety professional improve safety performance, productivity, and the well-being of our people towards meeting incident free workplace



**THANK YOU FOR  
YOUR ATTENTION**



# References

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- Prof. Sidney Dekker Safety Differently : <https://youtu.be/pYIEMNhqM4>;  
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**Pam Walaski, CSP Senior Program Director**

