

# BMTFed Newsletter

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## Leadership Conference on Collaboration with Gen. Jack Sheehan (Ret.)

May 11th & 12th 2016  
Manchester, UK



## ‘Want To’ or ‘Have To’ Culture By Howard Lees

The much talked about ‘high performing team’ always has a consistent characteristic; people do things because they ‘want to’ not because they ‘have to’. This is called a positive environment - positive as in the consequences for behaviours within the group are mostly reinforcing.

In a ‘want to’ culture, people mostly carry out requests at the earliest opportunity.

In a ‘have to’ culture, people mostly leave things to the last possible minute.

It is apparent looking at our surveys that large groups of people will vote themselves as high performing. The same people will admit that they turn up to meetings late and unprepared, having not closed out their actions from the last meeting. I was musing this point whilst sat in an aeroplane waiting to taxi out to the runway. I assumed that the pilots had turned up on time, fully prepared and had carried out all their pre-flight checks. Did they do these things because they ‘had to’ or because they ‘wanted to’?



[Click here](#) to join the BMT group on LinkedIn for original content and debate.

## You’re Doing Great But... By Allison Reynolds

“You’re doing great on x, y and z, but... we still need to get better.” I’ve heard this or similar lines many times, be it in meetings, at briefings or on a more one to one basis. It seems that in today’s world where we’re always striving for improvement we just can’t bring ourselves to recognise progress and leave it at that. And of course the danger is that whatever follows the “but” is the message that folk take away, missing out on the opportunity to reinforce the good stuff.

So try this: If you have a mixed message to deliver, just separate it by time. Perhaps recognise what’s going well at the start of the meeting. And at the end of the meeting talk about the what’s next or ask if anyone’s got suggestions for how to make further improvements. Maintaining a healthy ratio of positive to aversive interactions is difficult enough without inadvertently undoing your attempts at R+.

## Shades of BMT

- “We can’t blame our children for occupying themselves with Facebook rather than playing in the mud. Society doesn’t put a priority on connecting with nature anymore” - David Suzuki
- “Twitter appeals to narcissists who mistakenly believe that they are both interesting and popular” - Jeremy Hardy
- (For balance) Twitter is a brilliant way of keeping your fans informed about what you are doing

*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.*



# AOne+ Area 7 Awarded BMT Federation Silver Standard Accreditation

Last month saw the first organisation to be accredited to the BMT Federation silver standard for their use of behavioural science to improve business and safety performance. The team at Area 7 submitted an impressive evidence based portfolio to demonstrate their systematic approach to learning and utilising behavioural science to generate over 150 behavioural improvement projects. Over the same period they saw a 20% reduction in Accident Frequency Rates.

One thing that our onsite assessors found particularly impressive was the supportive learning environment that the leadership team were able to create around the roll out. Congratulations to all at AOne+ Area 7.



*The BMT Federation offer an accreditation scheme that recognises and celebrates companies and individuals that are using behavioural science to improve business and safety performance. For more information email [andrea@bmtfed.org](mailto:andrea@bmtfed.org)*

## There's no point in getting angry...

- That you scored a 'B' on your appraisal. You already knew that teacher's pet would get the only available 'A'.
- That Manchester Utd no longer play fast attacking football.
- With pessimists. They don't think the glass is half empty, they think it's half full of piss.
- When your taxi turns up late. Be nice, it's you that still needs to get to the airport on time.
- When your boss is too dumb to think of his own ideas but clever enough to take credit for yours.
- If your partner didn't want chips but then steals yours when the food is served.
- At the self-serve check out. You knew there was a good chance it wouldn't work.
- At your sat nav. She's not a real woman you know.
- Because the mall car park is full. It's 2 weeks before Christmas, you last minute muppet.
- ...You wanted to have children.

## The Safest Strategy By Howard Lees

We have recently been involved in a number of discussions with clients regarding their safety strategy. Most of the conversations centre around how much the client imposes and how much they leave to their contractors. It would be simple if they were only dealing with one contractor but in every case they are joint ventures of some kind.

Most contractors would prefer to be clearly told what the client's expectations are rather than be sent away or (even worse) be put in a room for a day to come up with a 'joint strategy' on safety that will satisfy everyone. Most directors want to go back to their own board and say, "The client is insisting on this." It saves much hassle, confusion and unnecessary bureaucracy all round.

Of course, it helps if the client knows what they are doing and has made the time and effort to develop a behaviourally sound strategy that focuses on making it easier for their contractors to deliver the work safely and successfully.

## Distractions to Safety By Bob Cummins

I recently spoke with some supervisors on a construction site. Their company has a blanket policy of wearing safety glasses when on site and they disagreed with it.

They explained that they wanted the safety guys to be looking for the big risks and advising them if they saw a way of working that may have the potential to cause serious injury or worse. But instead, the safety guys were being distracted by easy-to-police rules.

"We don't always get it right," said one of the supervisors. "I'd like the safety chap to look at what I have to do and see if there is a safer way. That's what used to happen on site but now they just pick up on the small stuff."