

# 12<sup>th</sup> European Conference on Behavior-Based Safety and Performance Management

Como - Italy

June 14-15, 2018

FREE ENTRANCE



# THE DARK SIDE OF WORK: SAFETY AND MUCH MORE

The contents of the European BBS and PM Conference 2018

In daily work activities, we often have to deal with "dark" implications, with hurdles, that we need to analyze and to face effectively in order to have success and obtain the desired results.

Thanks to Behavior Analysis and its application to companies (OBM), professionals have available many tested techniques.

How can we achieve the desired behaviors from ourselves and from our collaborators? How can we be good leaders and, above all, effective? How can we reorganize our life and our work environment in order to achieve professional goals? Are punishment and sanctions effective? How can we manage a work group without constant supervision? How can we transform work-related stress into eu-stress? How can we save the lives of millions of workers? If I want to introduce a BBS process, what critical issues should I prepare to face and how do I overcome them?



Under the patronage of



**Janis  
Allen**

*Performance Leadership  
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**Rob  
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*Cambridge Center  
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**Jonathan  
Krispin**

*Langdale College of Business  
Valdosta State University*



**Michael  
McCarthy**

*SustainLeanGains.com*



**Steve  
Roberts**

*Safety Performance Solutions*

**Sheraton Lake Como  
Hotel**

Via per Cernobbio 41A,  
22100 Como - Italy

**June 14-15, 2018**

Info: [segreteria@aarba.it](mailto:segreteria@aarba.it)  
[www.aarba.eu](http://www.aarba.eu)

# European Conference on BBS and PM

## Provisional program - June 14<sup>th</sup> 2018

FREE ADMISSION

For info and subscription

[segreteria@aarba.it](mailto:segreteria@aarba.it)

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[www.aba-italy.org](http://www.aba-italy.org)

### Plenary Session - ROOM SPAZIO COMO (with simultaneous translation)

10:00 - 10:30 AM Attendees registration

10:30 - 10:45 AM Opening and greetings by authorities

*A. Fontana - President of Lombardy Region (invited)*

*C. Gerosa - Vice president of the Union of Companies of Como*

*R. Holdsambeck - Executive Director of the Cambridge Center for Behavioral Studies*

10:45 AM - 12:45 PM Public lectures "The dark side of work: self-management strategies"

Chairman: *G. Perna - Director of Clinical Neuroscience Dpt., Villa San Benedetto Menni, Suore Ospedaliere, Albese con Cassano (CO)*

#### The "Rational-person" assumption, the failure of good intentions and leading for effective change

*J. Krispin - Valdosta State University*

#### The intersection of Lean Manufacturing, Behavior-Based Safety & Self-Management: how Lean Manufacturing techniques can help us in managing safe behaviors and self-management

*M. McCarthy - SustainLeanGains.com*

12:45 - 12:55 PM **Delivery of the scholarship "Ettore Caracciolo"**

*S. Perini - University of Parma*

12:55 - 2:30 PM Lunch break

*Suggestions for the lunch break on [page 6](#)*

#### Scientific referent of the conference

**Fabio Tosolin.** President of the Italian association of scientific psychology AARBA (*Association for the Advancement of Radical Behavior Analysis*). He introduced in Italy the applications of Scientific Psychology in Performance Management and Behavioral Safety and achieved the first European application of new technologies for e-learning based on the scientific paradigm of Precision Teaching (PT) of O. Lindsley. Consultant for major Italian and multinational companies, is advisor for the Cambridge Center for Behavioral Studies (USA). He is professor at Safety Engineering Master's Degree at Polytechnics of Milan, and professor at Master of Applied Behavior Analysis, organized by the University of Parma in collaboration with AARBA. In 2012 he won the SABA Award for the commitment in spread Behavior Analysis in the world, and in 2015 he was honored with the OBMN Outstanding Contribution Award.

**BBS and Performance Management European Conference**



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### Simultaneous sessions

2:30 - 6:00 PM Simultaneous sessions (coffee break from 4:00 to 4:30 PM offered by the conference' sponsors)

#### 1. The dark sides of Behavior-Based Safety and how to face them - ROOM SPAZIO COMO

(with simultaneous translation)

Chairman: *M. Ferè - HSE Manager of the Union of Companies of Como*

Discussant: *M. Gatti - Secretary-General of AARBA*

The introduction of a behavioral safety process in a company starts defining strengths and weaknesses (or barriers) of the process. The HSE managers or directors of some companies will present their experiences, the problems that they have faced and the solutions they've adopt, for starting and maintaining a good BBS process.

#### **Obstacles to successful BBS implementation, lessons from human and organizational performance (hop), and creating a comprehensive approach to safety improvement**

*S. Roberts - Safety Performance Solutions*

#### **Companies that will present their experience:**

##### **Parker Hannifin Manufacturing**

*M. Faranda - EHS Manager*

##### **Autostrade per l'Italia (Italian Highway Company)**

*A. Fiore - Project Manager*

##### **Mitsubishi Electric Hydronics & IT Cooling Systems**

*F. Marella - Head of Environment, Safety & Health*

##### **Weir Gabbioneta**

*M. Tremolada - HSE Manager*

##### **Ospedale Policlinico San Martino di Genova**

*D. Sossai - Direttore U.O.C. Servizio Prevenzione e Protezione*

#### 2. Managing without supervising: how to control safe behaviors and performances in driving and in other lone jobs - ROOM MONASTERO

Chairman: *A. Merlo - TPM & Capabilities Manager Heineken Italia*

**Introduzione: il problema dei lavoratori isolati**  
*F. Tosolin - AARBA*

#### **Self-management with Self-reinforcement: The Fitbit Phenomenon**

*J. Allen - Performance Leadership Consulting*

#### **Safety and the lone worker: the value of self-observations**

*S. Roberts - Safety Performance Solutions*

**BBS-D: l'applicazione che aiuta la sicurezza alla guida di auto e camion**

*G. Ghezzi e D. Mazzola - AARBA*

**Progetto TIPIS - Tecniche Innovative per la Prevenzione di Incidenti Stradali**

*D. Pizzorni - MIPIGE*

6:00 PM Closing of the first conference day

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### Plenary session - ROOM SPAZIO COMO (with simultaneous translation)

9:00 - 9:30 AM Attendees registration

9:30 AM - 12:45 PM Public lectures "The dark side of work: strategies for the management of others"

Chairman: *E. Gilardi - Bitolea S.p.A*

#### **Leadership VS Management**

*J. Krispin - Valdosta State University*

#### **What do my men think about safety? What to know and how to act for affect safety culture**

*S. Roberts - Safety Performance Solutions*

#### **From the Dark Side to the Bright Side: The Power of Social Reinforcement & Tips for Doing It Right**

*J. Allen - Performance Leadership Consulting*

11:10 - 11:40 AM Coffee break offered by the conference' sponsors

#### **BBS + 5 Lean Tools: Make the process safer, then R<sup>+</sup> the newer & safer process behaviors**

*M. McCarthy - SustainLeanGains.com*

#### **Sanction and punishment side effects: when and how to use aversive strategies in behavioral safety**

*F. Tosolin - AARBA*

12:45 PM Closing of the conference

The afternoon of June 15<sup>th</sup> is dedicated to parallel monothematic specialist workshops. Participation in post-congress workshops is subject to payment for non-AARBA members. Details on the following page.

*Suggestions for the lunch break on **page 6**.*

The conference is sponsored by



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**BBS and Performance Management European Conference**



# POST-CONFERENCE WORKSHOPS

## Provisional program - June 15<sup>th</sup> 2018

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### Post-conference simultaneous workshops - PAID ADMISSION

1:45 - 2:00 PM Attendees registration

2:00 - 5:30 Post-conference simultaneous workshops (€ 100,00\*).

\*the participation is for free for AARBA associates. Whoever wants to become an AARBA associate, will have a 40% discount (€ 60,00)

#### 1. Leadership and organizational change: strategies for supporting the change in a self-organizing world -

##### PIZZO+OLMO ROOM

*Jonathan Krispin - Valdosta State University*

**Recipients:** managers of production and health holdings.

**Abstract:** Organizational Change and Improvement is necessary, but hard! In today's business environment, organizations are facing ever-increasing competitive pressures, continual changes in technology, and ever-changing customer expectations. This has resulted in an increase in the need for organizations to be able to change and adapt to these changing external contingencies in order to survive and thrive. Behavioral Systems Analysis and Performance Management provide a practitioner with some of the most effective tools available to implement change. However, the interpersonal interactions and behaviors of individuals within a business process or company may cause informal "organizations" to form (self-organize) that may counteract the interventions introduced by the company, resulting in Resistance to Change. This can cause the planned changes to fall short of expectations and produce less than the intended result.

In this workshop, participants will learn about principles of self-organization, including the conditions under which self-organization of systems will occur. These conditions for self-organization have profound implications for leadership of change and improvement within organizations. Understanding these key principles of self-organization, when combined with behavior analysis, will enable participants to clearly identify the potential of people within the organization to change and adapt. These principles may even be used to harness the potential of self-organization in practical ways to increase the likelihood that organizational interventions will succeed, resulting in an organization that can learn, respond, and adapt more quickly to changing external contingencies.

*Participants will also learn some key processes for establishing themselves as effective leaders in a self-organizing world.*

#### 2. Employee motivation: safety projects pull people - SPAZIO COMO ROOM

*Michael McCarthy - SustainLeanGains.com and Janis Allen - Performance Leadership Consulting*

**Recipients:** the workshop is open to anyone interested to the theme.

**Abstract:** One of the best ways to motivate employees is to invite them to create their own safety improvement project. When they create their own project, they "own it" and they gain intrinsic reinforcement: self-satisfaction in the improvement made. Learn and practice a 5-step model for employee led safety projects: Finding a process to improve, Ideas for improvement, Testing ideas, Recognition (reinforcement) for work on the project and Share the skills needed for the improved process. When you prompt these 5 actions during your daily shop walks, your behavioral safety observations or your health care rounds, you will cue project behaviors that you can reinforce.

*Bonus: learn how to give yourself a positive performance review with your supervisor – because the success of the project team reflects well on the coach ... you!*

#### 3. Il protocollo di sicurezza comportamentale (BBS) per la riduzione di incidenti e infortuni (PER NEOFITI) - IN ITALIAN

*Maria Gatti - AARBA*

**BBS and Performance Management European Conference**



### Conference venue

**Sheraton Lake Como Hotel:** via Cernobbio, 41A - Como (Italy)  
For more information about the site and how to get there, visit  
[www.sheratonlakecomo.com](http://www.sheratonlakecomo.com)

### Coffee break and lunch

#### Coffee breaks

Thanks to the **sponsors** of the conference, the participants will have free access to 3 coffee breaks:

- On the afternoon of June 14<sup>th</sup>
- On the morning of June 15<sup>th</sup>
- On the afternoon of June 15<sup>th</sup> (only for the ones that will attend the post-conference workshops)

#### Lunches

Lunches are not included in the conference, so each participant will have to **organize himself independently**.

Sheraton Lake Como Hotel offers a **light lunch buffet, at a cost of € 25**, based on fresh leafy and cooked vegetables, 3 types of first course, 2 seconds courses with 1 side dish, fruit salad and fruit basket. Mineral water included. Glass of wine € 6.00 - Soft drinks € 5.00 - Coffee € 2.00. Reservations are not required and each participant will pay for himself at the end of the lunch.

As an alternative we suggest to **reserve a seat in one of the restaurants close to the conference venue** (i. e. Restaurant pizzeria "Vecchia Tavernola" and Trattoria pizzeria "L'Ancora") or in the ones in Cernobbio (about 10-15 minutes walking)

### Registration

Places are limited, especially for simultaneous sessions. The pre-registration is required and is now available on [www.aarba.eu/en/european-behavior-based-safety-congress/](http://www.aarba.eu/en/european-behavior-based-safety-congress/)

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