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COURSE BROCHURE

Behaviour-Based Safety Observation and Feedback Training Course

21 – 25 February 2027
Amman

Behaviour-Based Safety Observation and Feedback Training Course

Ref: 3144_119436 **Date:** 21 – 25 February 2027 **Location:** Amman **Fees:** 3300 GBP

Behaviour-Based Safety Observation and Feedback is a 1-week training course for safety coordinators, supervisors and observation leads and it ends with a Site Observation and Feedback Plan each participant takes home. Organisations now look past injury counts to the everyday actions that precede incidents. Jupiter Prime Training delivers this course for practitioners who already lead safety work.

Why Behaviour-Based Safety Observation Matters Now

Three forces shape observation work today. Operations teams are leaner, so fewer supervisors watch more tasks and rely on peers to notice risky habits. Contractors and rotating crews bring mixed expectations onto one site. Leaders also want leading indicators rather than lagging injury rates. An organisation that runs observation well spots drift before harm; one that runs it badly creates a fault-finding exercise that workers quietly avoid. The course rests on the general principles of occupational health and safety management systems and on established behavioural science about triggers, actions and their results.

Who Gains Most from Behaviour-Based Safety Observation

- People who design observation checklists
- People who lead crews and hold daily feedback talks after observing lifting or line breaking
- People who train and calibrate peer observers so that records stay consistent between shifts
- People who collect observation cards and turn them into trend charts
- People who coordinate contractor crews and align their observation habits with the host site

A site safety committee gains most when its coordinator, supervisors and observer trainer attend together.

Behaviour-Based Safety Observation Capabilities

Participants move from counting cards to observation that changes what crews do next.

- Define critical behaviours for high-hazard tasks in observable terms — the site leadership choosing where observers focus
- Analyse the triggers and results that sustain an at-risk habit — the supervisor deciding which condition to change
- Conduct a feedback conversation that praises safe actions and explores risky ones — the worker and crew lead on the floor
- Calibrate observers against a shared checklist and scoring rule — the observation lead keeping records reliable
- Interpret percent-safe trends and barrier comments from observation records — the safety committee setting next quarter's focus
- Design a site observation cycle with roles, frequency and follow-up — the operations manager funding observer time

Key Behaviour-Based Safety Observation Terms

- Critical behaviour — a specific, observable action that directly controls exposure to a serious hazard during a task.
- Antecedent — anything present before an action, such as a sign, instruction or tool layout, that prompts the behaviour.
- Consequence — what follows an action for the person doing it, shaping whether it recurs.
- Percent safe — the share of observed critical behaviours performed safely, tracked as a leading indicator.
- Observer calibration — paired observations that check two observers score the same task the same way.
- Barrier comment — a note on an observation card explaining why a safe action was hard to perform.

Behaviour-Based Safety Observation Day by Day

Day 1: Behaviour, Exposure and Incident Precursors

- Incident Precursor Review — Which Everyday Actions Preceded Recent Near Misses
- Critical Behaviour Inventory — Selecting Actions That Control Serious Hazard Exposure
- Task Exposure Mapping — Where Observers Spend Their Limited Time
- Fair Accountability Principles — Separating Honest Error From Reckless Choice
- Observation Readiness Check — Whether Crews Trust Peer Watching Yet

Day 2: Triggers, Results and Habit Analysis

- Antecedent Analysis — Which Signs, Tools and Instructions Prompt Actions
- Consequence Analysis — Soon, Certain Results That Sustain Risky Habits
- Workplace Condition Fixes — Redesigning Layouts Rather Than Blaming Workers
- Production Pressure Signals — How Targets Reward Shortcuts On Shift
- Habit Analysis Worksheet — Choosing The Lever Most Likely To Shift

Day 3: Observation Checklists and Recording

- Observation Checklist Design — Wording Behaviours So Two Observers Agree
- Observation Card Layout — Capturing Safe Counts And Barrier Comments
- Observer Calibration Rounds — Keeping Scores Consistent Between Shifts
- Observation Sampling Plan — Covering Night Shifts, Contractors And Rare Tasks
- Anonymous Recording Rules — Protecting Workers While Keeping Records Useful

Day 4: Feedback Conversations and Behaviour Data

- Positive Reinforcement Talk — Recognising Safe Actions Specifically And Promptly
- Corrective Coaching Dialogue — Asking Why Before Suggesting A Change
- Percent-Safe Trend Charts — Reading Leading Indicators Without Overreacting
- Barrier Comment Coding — Turning Free Text Into Action Themes
- Observation Action Tracker — Closing Barriers And Reporting Back To Crews

Day 5: Practising the Site Observation and Feedback Plan

- Live Observation Rehearsal — Applying The Day 3 Checklist To Video Tasks
- Feedback Role Play — Using Day 4 Dialogue With Resistant Workers
- Trend Briefing Drill — Presenting Day 4 Charts To Site Leaders
- Observer Roster And Cycle — Assigning Frequency, Coverage And Follow-Up Duties
- Site Observation and Feedback Plan — Final Plan Peer Critique

Applying Behaviour-Based Safety Observation After the Course

- Run four weeks of calibrated observations on two critical tasks, such as refinery tank cleaning or hospital patient handling, and compare percent-safe results.
- Hold a barrier review with one crew, code comments into themes and fix one condition that hinders the safe action.

Behaviour-Based Safety Observation Questions FAQ

What is behaviour-based safety observation and why does it matter now?

Behaviour-based safety observation is a structured way to watch critical work actions, record them and give prompt feedback. It matters because peer observation reveals risky habits and barriers before injury figures move.

Which roles gain most from behaviour-based safety observation and feedback training?

Safety coordinators, crew supervisors, observer trainers and contractor coordinators gain most, because each shapes how observations are planned, recorded or discussed.

How does behaviour-based safety observation differ from a safety culture course?

Behaviour-based safety observation works at task level, on specific actions, observation cards and feedback talks. A safety culture course looks at organisation-wide beliefs and maturity, and supervisor coaching courses cover crew leadership broadly.

What do you bring back from behaviour-based safety observation training?

You bring back a site plan covering critical behaviours, checklist wording, observer roster, feedback approach and trend reporting, plus rehearsed feedback skills.

Behaviour-Based Safety Observation: The Way Forward

The Site Observation and Feedback Plan first informs which two critical tasks observers watch next month. Supervisors schedule from it, observer leads calibrate with it and the safety committee reads trends through it. After its first cycle, the perspective worth revisiting is whether barrier comments are being closed fast enough for crews to keep reporting honestly.