Complacency Risk Management Model

I have developed this complacency risk management model to help you predict the difference between skill error and complacency error. Try a few personal examples and let me know how it works. Please send comments and examples to Craig Geis at cegeis@aol.com

COMPLACENCY

Describe a situation in which you were complacent. What factors lead to the complacency?

Who do you see as being more complacent:

- Experienced people
- Inexperienced people

COMPLACENCY

"Pleased with one's accomplishments, often without awareness of or concern for some defect, problem, or potential danger."

"A feeling of quiet pleasure or security, often while unaware of some potential danger, defect, or the like."

COMPLACENCY

- Unsafe practices are allowed to develop while surrounding people are unaware of the changes

- The very nature of being complacent makes it difficult to recognize before it can cause harm

EXPERIENCE VS. INEXPERIENCE

- Anyone who practices a task for any length of time has the skills built into their muscle memory or has developed a long-term memory habit pattern.

- Performance in this case is almost automatic.

EXPERIENCE VS. INEXPERIENCE

- Complacency affects the most experienced people more than most novices.

- The individual who is learning a new task often is too fearful to be satisfied or content with his or her performance or decision.

OVERCOMING COMPLACENCY

- Operational Risk Management (ORM) was developed to help us identify the hazards/danger that we face in the performance of our duties

- ORM makes us think and keeps the brain alert

- When we fail to use ORM properly - We become complacent

RISK ASSESSMENT QUESTIONING TECHNIQUE

1. *Why* am I doing it at all?
2. *What* can go wrong?
3. *How* will it affect others or me?
4. *How* likely is it to happen to me?
5. *What* can I do about it?

Complacency Error vs. Skill Error Case

Power Line Patrol

Complacency Error vs. Skill Error Assessment Tool (RCE Model)

Complacency error and skill error can be assessed by looking at the basic components. Evaluate a specific task, do not combine them.

Type Error = Repetition + Confidence + Experience

Repetition

Describes the number of times you have done a particular task and assign a number.

1. I rarely do it
2. I seldom do it
3. I do it occasionally
4. I do it often
5. I do it all the time

Confidence

Describe how confident you are that you can accomplish the task safely and assign a number.

1. I am very concerned
2. I'm nervous about the task
3. So, So, I've had close calls before
4. I'm pretty sure it won't be a problem
5. Positive, never had a problem before

Years Experience

The years of experience you have doing this task and assign a number.

1. < 3 years
2. 3 – 5 years
3. 6 – 15 years
4. > 15 years

Values

Repetition		Confidence		Experience	
1	Rarely	1	Very Concerned	1	< 3
2	Seldom	2	Nervous	2	3 - 5
3	Occasional	3	Moderate	3	6 - 15
4	Often	4	Pretty Sure	4	> 15
5	All the time	5	Positive		

Risk = Repetition x Confidence x Experience

Values	Type Error	Action
80-100	High Complacency	Stop & Think
60-79	Moderate Complacency	Think & Monitor
40-59	Safety Zone	Proceed
20-39	Moderate Skill	Review Procedures
1-19	Low Skill	Stop, Get Help, Guidance

Complacency vs. Skill Risk Assessment Task 1

- A transport helicopter pilot with 18 years of flight experience has been asked to conduct a close aerial surveillance on a set of power lines to photograph the insulators. He has only done this once in the past and is nervous about flying too close to the lines.

Complacency vs. Skill Risk Assessment Task 2

- A transport helicopter pilot with 18 years of flight experience has been asked to conduct asked to conduct a close aerial surveillance on a set of power lines to photograph the insulators. He has been doing this task 2 – times per week and has never had a problem before.

Fill out the risk assessment for the given tasks

RCE Assessment	TASK 1	TASK 2
Repetition 1-5		
Confidence 1-5		
Years Experience 1-4		
TOTAL		

Risk = Repetition x Confidence x Experience

Values	Type Error	Action
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