

# NEAR MISSES OUTSIDE OF THE WORKPLACE (CONT.)

## The Happy Ending

Let's say Junior does in fact come forward and tell you what happened. Like a good parent should, you investigate the incident and assess the risk of recurrence. As a result, you discover that Junior:

- Always rushes to load the dishwasher (1st mistake); and
- Grabs knives by the blade instead of the handle (2nd mistake).

Now that you know what's going on, you are in a position to educate Junior on the dangers of always being in a rush and on the proper handling of knives. The problem is resolved and dishwasher loading becomes safer at your home.



## The Unhappy Ending

Junior and Suzie don't report the incident. So you have no reason to suspect that Junior is rushing to load the dishwasher and handling knives by the blade. And since no injuries have occurred, the improper behavior is reinforced. So it's repeated.

Two weeks later, Junior asks permission to go out with his buddies on Friday night. Your response: "Okay, but only after you load that dishwasher." Junior accepts the deal but is in an even bigger hurry than usual to complete his chore. He distractedly grabs a steak knife by the blade and slices open his finger.

This accident could have been avoided. But it wasn't. The reason: You didn't know about Junior's dangerous loading techniques until after an injury occurred. The Near Miss, in other words, was an opportunity to fix the problem.

Unfortunately, that opportunity was lost since the Near Miss wasn't reported.

