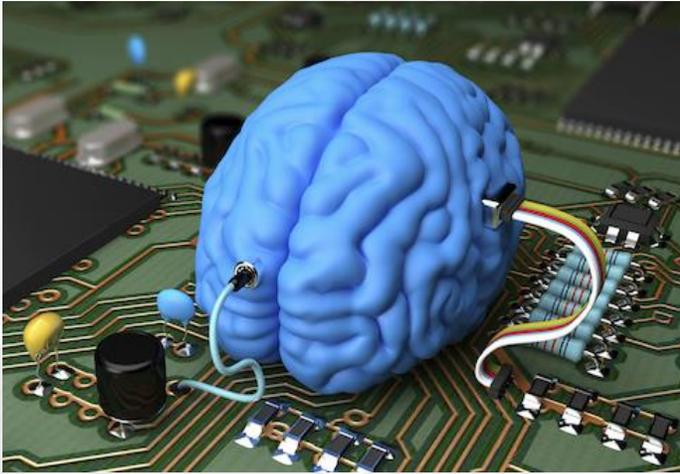


Safety Matters

Using Gamification to Train Millennials



Most organizations are now looking at a workforce that is 35% Millennials—the generation born between 1981 and 1996. According to Pew Research Center, Millennials became the largest generational group in the US labor force in 2016, when they overtook Gen Xers. In 2017, 56 million Millennials were working or looking for work.

By 2025 millennials will be 75% of the workforce. This younger workforce needs to be trained—they are graduating without many of the skills needed for manufacturing jobs—but the traditional talking head and paper manual training programs their parents sat through won't work with Generation Y.

A Generation of Gamers

Millennials and later generations were born into a digital world. (These days, by the time the average American has turned 21, they've spent 6,000 to 9,000 hours playing video games, but only about 2,000 hours reading books). They've been fed on video games, and it means they learn and play differently from older generations.

Millennials are totally comfortable with technology, and research has shown that they crave variety in media and are born multitaskers, so they can't just sit and listen to a talking head, the way earlier generations used to.

The "gamification of training" means using game design techniques in a non-game situation to engage users and reinforce a specific skill or concept, using techniques from the game world like rewards, points, badges, frequent feedback, progression through many levels, etc., to make training more effective.

Does it work?

International pharmaceutical giant AstraZeneca explored using a voluntary, game-based learning system to get 500 sales agents up to speed about a new drug. Their objectives were to focus the agents on the new project, create an effective team building tool, create a buzz leading up to the launch of the drug, and to be able to check the training results in real time.

The result? It worked. Usage rates were extremely high (97%), and 95% of the users completed each teaching session. Not only that, most of the agents were using the game outside of working hours. It proved to be an effective team-building tool that educated, focused, and energized the sales force.

Keeping Their Heads in the Game

Basically, it's all about engagement. Active learning approaches, where the student has to interact with the material being taught, are associated with greater academic achievement. This has been studied a lot in the medical world, where one study found that learners in an engaged classroom had better knowledge retention than non-engaged students.

Gamification also generates intrinsic motivation in users through challenge, curiosity, competition, and other natural human motivators. For example, in jobs where output is easily measured, training games can use competitive features like company-wide leader boards to inspire either competition or teamwork.

Near Misses: Opportunities to Prevent Future Harm from Occurring



A near miss in aviation refers to 2 aircraft in flight narrowly missing a collision with each other.

A near miss in medicine is an event that might have resulted in harm but the problem did not reach the patient because of timely intervention by healthcare providers or the patient or family, or due to good fortune. Near misses may also be referred to as "close calls" or "good catches."

A near miss in the workplace is a warning sign that something is wrong. Perhaps a machine isn't operating correctly, maybe there's trash or other obstacles scattered across the floor. Or maybe a coworker was acting in an unsafe way.



In a culture of safety, near misses are "free lessons."

Near misses may occur many times before an actual harmful incident. Many avoidable deaths have a history of related near misses preceding them.

"High reliability organizations" view near misses as learning and improvement opportunities. They value and acknowledge input, and make appropriate improvements.

Conversely, "low reliability organizations" are falsely reassured because no harm occurs and they mistakenly conclude the system of care is safe. They wait for harm to occur, and most times this results in a system failure: (The lack, malfunction or failure of policies, operational processes, or the supporting infrastructure for provision of the organization).

Below are some a few examples of little details that are easy to overlook, but can have a disastrous impact if left uncorrected or unreported:

- A shop worker tripped over a two-by-four left in the walkway and fractured their ankle.
- An administrative assistant slipped on some trash and grabbed the file cabinet for support, which then fell on top of him.
- A machine operator was injured when a motorized hand truck that struck the machine she was using.

How can you turn a close call or near miss into a safer workplace?

- First, recognize the close call as a warning, that next time could potentially result in an injury.



Common Habits of Rich & Successful People



The vast majority of rich people didn't get there by accident or luck. Accumulating wealth requires hard work, dedication, and – most importantly – maintaining a specific set of habits that foster prosperity. As Aristotle said, “We are what we repeatedly do. Excellence, then, is not an act, but a habit.” If you're looking to train your focus in work and in life but don't know where to get started, these 20 habits of wealthy people can help illuminate your path to success.

Wake Up Early

There are plenty of axioms about the benefits of getting up early, and they've remained popular for a reason: Rising early is a powerful path to success. Millionaires simply do not sleep in – they have too much to accomplish every day. Author Thomas Corley spent five years studying the lives and habits of rich people and poor people before writing *Rich Habits: The Daily Success Habits of Wealthy Individuals*. Corley found that 44% of wealthy people wake up three hours before work starts, compared to just 3% of poor people.

Don't Check Email First Thing

If wealthy people get up earlier than others, what are they doing with that extra time? Well, here's what they're not doing: checking their email. Many people believe starting the day with a perusal of the email inbox is productive, but wealthy folks know there are better things to do with that early morning time. Some make a habit of meditating or writing in a journal, reading something educational, or getting a head start on an important project. Some simply

have a healthy breakfast and get some exercise. Generally, wealthy people leave their inbox for later in the day and don't make email a top priority.

Be Frugal

Rich people avoid overspending. Just because they could throw down half a million dollars for a brand-new car doesn't mean they do. The wealthy invest their time in comparison shopping and negotiation, getting the best deals for their dollars and saving more money than they spend. They develop reasonable budgets and stick to them.



Take Calculated Risks

Wealthy people understand that risks lead to rewards, and as a result they're more willing to go out on a limb – though they generally take calculated risks, not reckless ones. Furthermore, the rich know exactly what they stand to lose if a risk fails to deliver its reward. They are more likely to have contingency plans in place to minimize potential fallout in the event that things don't go according to plan.

Control Emotions

There's a general assumption that wealthy people can afford to be honest and blunt, but the rich understand that not every thought or emotion should be aired. Good relationships are a crucial foundation for financial success – and speaking your mind can damage those relationships. Only 6% of the wealthy say what they're thinking regularly, compared to 69% of poor people.

Tips for a Healthier Thanksgiving

LOAD UP ON VEGGIES

With roast turkey a common thanksgiving meal in many homes, it is the ideal dish to boost with veggies. Load up on pumpkin, kale, sweet potatoes, asparagus, carrots, onions, cabbage, brussel sprouts, green beans, garlic and mushrooms, and you will find you have a plate of sensational goodness right there – no guilt necessary! Just be careful how you cook your veggies, using a high-quality oil if roasting (keeping oil to a minimum), steaming as many veggies as possible to ensure their nutritional value is maintained. Complement them with a homemade gravy and fresh cranberry sauce, and voila!

PRACTICE CONSCIOUS CONSUMPTION

Eating mindfully and slowly is one of the best ways to listen and respond to your body. Being aware of each mouthful as you eat brings your mind to the moment and helps your stomach connect with your brain, allowing you to sense when you feel satisfied. The antithesis of mindless consumption, conscious consumption enables you to revel in and feel grateful for each taste, flavor and sensation that you encounter.

STEER CLEAR OF REFINED SUGAR

One of the main sources of calories is refined sugar – and it is poison! In fact, excessive sugar consumption is probably the largest factor underlying obesity and chronic disease in America. It damages the immune system, causes mood swings and premature aging, and contributes to ailments such as tooth decay, osteoporosis and heart disease. Found in pre-packaged

foods, refined sugar is toxic, and should be avoided at all costs.

LOOK AFTER YOU

If you are out dining with friends or family over the Thanksgiving period, don't feel you have to bend to peer pressure by gorging on food you would rather not have. Feel free to refuse a second helping or give the chocolate box a swerve. If eating out, suggest a restaurant you know has a great healthy menu. You deserve to look after yourself and ultimately your body will thank you for it.

LIMIT YOUR ALCOHOL INTAKE

Everyone loves to relax and unwind over the holiday season, but overdoing it in the alcohol stakes can leave you feeling sluggish, moody, dehydrated and on a big come-down. With alcohol depleting the body of essential minerals and nutrients,

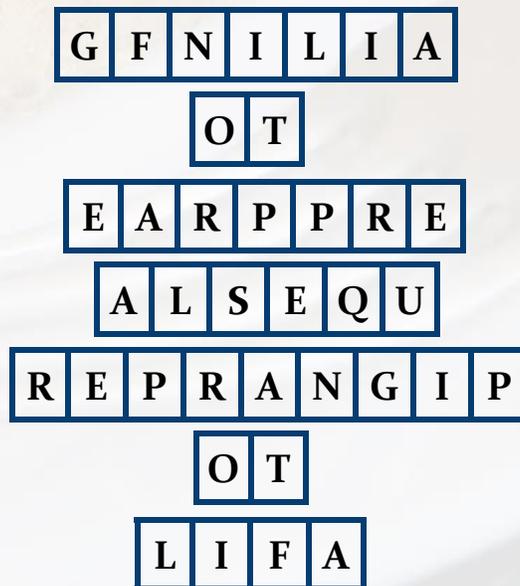


Jumbled Word Winner!

Congratulations **Barbara Baughman of Golden Valley Unified School District**, who won last month's contest! For your chance to win solve the Jumbled Word Puzzle email the answer to Lisa Perez at lperez@crma-jpa.org A drawing will be held on the 20th of this month. You could be our next winner for a \$25 Starbucks gift card. Good luck!



Jumbled Word Puzzle



The #1 Reason People Get Hurt at Work



They
DON'T
THINK *it*
will happen
to them!

They either think there is no hazard
or they think the hazard won't or can't hurt them.

THINK AGAIN