

# How to Build Safe Habits to protect your team during pandemics

Lessons from Lean Hospitals & OBM

## Three habit-building steps from Lean and OBM

One example that can be replicated for any process behavior:

### LEAN

### OBM

1

Place material at point of use (place sanitizer in/near doorways)



Arrange antecedents just before behavior is needed

1

2

Go where the work is done (sanitize/wash hands)



Be there: see the behavior

2

3

Sustain the new process (Thumbs up, "air" high-five)



Positively reinforce (R+) the behavior: signal approval

3



Next, follow 'shampoo' instructions:  
**"rinse, lather, repeat."**



Do these three steps **OVER & OVER & OVER** until you see your team doing them unconsciously and automatically. The behavior has reached habit strength. You can now thin out your three steps to occasional spot checks once or twice a week. Mark it on your calendar, keep spot checking.

For further reading, order Michael McCarthy's book, *Sustain Your Gains: The People Side of Lean – Six Sigma*, <https://tinyurl.com/SustainYourGains>