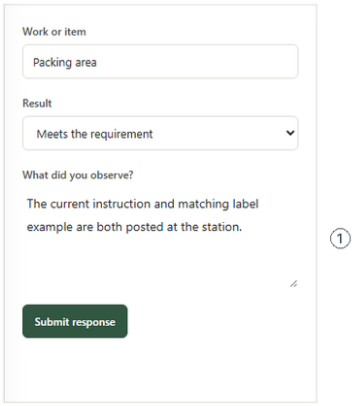
OBSERVED BEHAVIOR AND COACHING

Ground coaching feedback in the task observed

Use the care card to record the task, safe or at-risk behaviors, feedback and conditions found, with names kept out of the behavior record.

Observe a task and give feedback > Review at-risk items and trends (when triggered)

SkillSmith · Share an observation through a published form



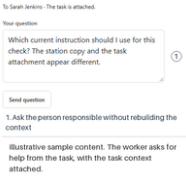
1. Record the observation where work happens

Illustrative sample content. A worker can use a published form to share an observation without an assigned task.

SkillSmith · Keep recognition connected to the recorded contribution



SkillSmith · Ask for help with the task attached



Share an observation through a published form

Pay only when you see results

Agree the outcome for your first workflow with our team.

SELECTED CLIENTS FEATURED BY SKILLSMITH

verizon · KEYSIGHT TECHNOLOGIES · AMERICAN EAGLE · Berkeley UNIVERSITY OF CALIFORNIA

YOUR TEAM / THE DECISIONS THAT MATTER

The people involved in the working method

Each role has a defined contribution. Your team selects the people responsible for those parts of the work.

Your role	The contribution	SkillSmith support
Assigned team member	Observe a task and give feedback	Respond with behaviours safe / at-risk (no names), condition found, feedback given and task observed.
Team lead	Review at-risk items and trends	Respond with coaching focus, condition > hazard_care case and trend note.

Describe the specific behavior observed

In a worked example, a general impression lacks a specific observed behavior; record the task context and feedback without turning the observation into a disciplinary record.

WORKED DECISION

Decision point	Information to use	Responsible next step
Working material	Care card	Open the selected material for this occurrence.
Recorded response	task observed, behaviours safe / at-risk (no names) and feedback given	Save the response with its work context.
Review point	feedback given and condition found	Agree the next action with the person responsible for this decision.

Review the selected material, this occurrence's response and any conditional follow-up.

CONNECTED WORK / PREPARED PLAYBOOKS

Observe safe behaviours and coach on the spot

Bring care card into the prepared work. Assigned team member and Team lead each receive the context needed for their part.

01 Observe a task and give feedback

Record task observed, behaviours safe / at-risk (no names), feedback given and condition found.

02 Review at-risk items and trends

When an at-risk behaviour or condition was flagged, record condition > HAZARD_CARE case, coaching focus and trend note.

Prepare the useful part of the workflow

Use the prepared sequence with the resources and responsibilities selected for your team.

Observe safe behaviours and coach on the spot

Trained peers watch a task, note safe and at-risk behaviours without names, give feedback there and then, and the trend becomes the site's leading indicator.

Peer safety observations · Assembly

YOUR INFORMATION / CONNECTED WORK

The materials that make this method usable

Keep the relevant material available at the point it is used. The resource choices below support different parts of the work.

Your work context > SkillSmith > Your next contribution



Care card The task uses this material	The observation card: behaviour list, safe / at-risk, feedback given.
Guidance The task uses this material	Observer guide: how to observe, how to give no-blame feedback.
Incentive The task uses this material	Recognition for observation rate, never for 'no at-risk found'.

YOUR DELIVERY PLAN / OUR TEAM

Prepare the first useful playbook

Start with the materials and people you already have. We help make the setup choices explicit before your team uses the method.

01 Select the working material

Choose care card from the resources your team uses.

02 Agree the responsibilities

Confirm assigned team member and team lead for this method, then choose the people eligible to receive its work.

03 Walk through the selected route

Walk through these conditional steps: “Review at-risk items and trends”.

We are here to help



Rohit Singh
VP of Strategic Partnerships



Brent Jackson
Director of Customer Success

Prepare the method for your team

What stays with the recorded response?

The response for this occurrence retains task observed, behaviours safe / at-risk (no names), feedback given and condition found. It belongs to the work being reviewed, rather than replacing a different occurrence's record.

Which materials do we need to bring?

Bring care card. We use those choices to prepare the working context, then check that each task opens the material it needs.

How do the conditional steps become part of the method?

The conditional route is used when an at-risk behaviour or condition was flagged. Select the variant or respond to the recorded condition before treating that step as required.

What is the outcome for the wider workflow?

Observation recorded with feedback given; flagged conditions are cases.

WHY SKILLSMITH / YOUR NEXT STEP

Bring your work; we help prepare the method

We work with your team to organize the source material, responsibilities and review choices. Start with one useful example, then carry the agreed method into everyday work.

Without connected follow-through	With SkillSmith
The person has to leave the work to find its instructions or help.	Open the selected resources with the task, and keep a question attached when help is needed.
The current status hides which response or version came before it.	Keep task observed, behaviours safe / at-risk (no names) and feedback given with the work, with recorded history available for later review.

Walk through this method with us

Bring one real example and the material your team uses. We will walk through the task sequence and the decision that matters to you.

- What was observed during the task, and what feedback was given?
- The resource choices for this method
- Each responsible person's response
- The conditional route and wider outcome

Request a demo

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