

Lessons Learned



...Building People Who Build Great Things

Date: March 14, 2022

Region: Denver

Project: X1392 Ridge View

Incident Title: Consequences of Anger

Summary

Two employees were carrying a twenty-foot length of pipe.

An argument pursued and the one employee dropped his end of the pipe.

This unexpected reaction, resulting in pain being inflicted to the other employee's shoulder.



What Went Right?

- Employees received first aid from a medical technician for his shoulder right away
- Employees only argued and walked away from one another.
- Injury to the shoulder wasn't severe.

What Went Wrong?

- Communication between the two employees failed.
- Manual material handling of the pipe was not in sync when pipe was moved.
- Employees got angry and argumentative with each other.

Lessons Learned

Many things can trigger anger, including stress, family problems, and financial issues.

Never work while angry, talk it out, walk it out, take a break, and ask for help.

The arousal cycle of anger has five phases: Trigger, Escalation, Crisis, Recovery, and Depression. Understanding the cycle can help us to understand our own reactions and those of others.

Always try to express yourself respectfully, like you are talking to your mother.