| Worker: | | Date: | |

| Supervisor: | |

	Difficult Activities	Corrective Actions / Next Steps to Consider
Step#1 (If discomfort has been reported) Provide advice on health care options (e.g. sports injury clinics). **Step#2** What activities does the employee find difficult? **Step#3** Could the activities be made easier? (see **Activity Improvement Tool**) **Follow up steps** **Step#4** Evaluate any changes made to make sure they are working (see **Ergonomics Change Evaluation Tool**) **Step#5** Communicate lessons learned to other staff		

Activity Improvement Tool

yorku.ca/ergo

Revised 2013-Dec-13

Supervisor: Worker: Date:

Activity: Difficulty: ☐ some difficulty ☐ moderate difficulty ☐ almost impossible

Describe the difficulty and possible improvements using the checkboxes (check all that apply) and space below.

1) Possible physical demand(s)	2) Possible contributing factors or areas for improvement	3) Additional details about the difficulty (e.g. what part of the activity causes the difficulty)	4) What improvements could be considered?
☐ duration/ repetitiveness of the activity ☐ weight of item handled ☐ amount of force required ☐ awkward grip ☐ awkward/ static posture ☐ awkward movement ☐ vibration/ impact ☐ other	☐ ask for help[1] ☐ body mechanics, work method, procedure compliance[2] ☐ type of materials handled ☐ maintenance of tools/equipment ☐ availability of tools/equipment ☐ design/quality of tools/equipment ☐ work area ☐ storage area ☐ actions of others ☐ other		

[1]indicate barriers and how getting help could be made easier, [2]see Procedure Compliance Tool

Use additional pages if necessary   Page ___ of ___

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Reasons for not using the proper procedure & equipment	How to ensure that the proper procedure & equipment is used
☐ Employee finds the proper procedure & equipment difficult to follow/use	• One on one coaching • Identify equipment that is easier to use • Simplify the procedure (use the Activity Improvement Tool)

☐ Employee forgot the proper procedure or had a momentary lapse in concentration/judgment	• When mistakes happen
	   o Help the employee learn from them
	   o Avoid emotional outbursts, sarcasm
	   o Try to avoid punishment for honest mistakes
	• Regular reminders
	• Signs/Postings
	• Regular refresher training
	• Keep procedure documents where they can be easily accessed by employees
	• Simplify the procedure (use the Activity Improvement Tool)

☐ Employee did not know the proper procedure	• Review the new employee orientation process • Training

☐ Employee knows the proper procedure, does not find it difficult and chooses not to follow it entirely
• They don't understand the BENEFIT of the doing the activity CORRECTLY
• They don't understand the CONSEQUENCES of doing the activity INCORRECTLY
• They have always done it incorrectly and have never experienced a negative consequence
• Not everybody uses the proper procedure
	• Provide positive feedback when the proper procedure is observed
	
	• Explain/show why it is important to follow the proper procedure
	
	• If doing the activity the wrong way results in problems that are important but infrequent, give examples of the possible problems
	   o Employee may not have experienced the problem, yet!
	
	• Enforce the proper procedure consistently with everyone
	   o If there are exceptions, ensure that they are well understood and justifiable

This tool can be completed by a supervisor during a meeting with the employee who has used the change. Alternatively, it can be given to the employee for completion in advance of the meeting.

Date:

Employee:

Supervisor (or other area representative):

1. What change(s) have you tried?

2. Have the change(s) helped? Yes No Somewhat

3. (Optional) What do you like about the change(s), if anything?

4. What are the problems with the change(s), if any? What suggestions do you have to address these problems?

5. Do you need any more assistance with your workstation and/or your work at this time? Yes No NotSure

    5.1.   If yes, what do you feel may help?