

SAFETY ESSENTIALS FOR SUPERVISORS AND MANAGEMENT

COURSE OUTLINE

The objective of this program is to provide Management and Supervisors with the skill, knowledge and desire to lead their workforce in achieving an injury-free environment.

Although these words are commonly spoken, rarely do we give our management the tools and capabilities to fluently interact and understand the needs of the front line to achieve this goal. Typically as an industry, we do a very good job of training our personnel on how to do the task, but as management, we require the big picture to understand why we are doing it or how it fits in. We also neglect to teach our front line supervisors how to motivate their workforce to obtain this result.

This motivating seventeen (17)-module program helps management tie together the necessary components of safety into the management scope and assists the Supervisor/Manager in facilitating this interaction into their operations. Everything from the basic fundamentals of safety to advanced human factor awareness in engineering is covered. Special emphasis is placed on how to create the desire in the workplace towards these changes.

A needs assessment was conducted with the largest petroleum company in the world and it was determined that the required skills and knowledge could be organized into seventeen modules or skill sets. These seventeen modules were developed for delivery in either a modular format or a comprehensive instructor-led 3½-day package. The modular format allows each company to concentrate on the immediate needs as well as long-term learnings or requirements while providing efficient use of management time. It is also understood that each company may have varying degrees of safety skills and knowledge, so a training needs assessment tool was developed to help in assessing and determining which modules they would benefit the most from.

This unique program has been attended by managers throughout the North American continent, the United Kingdom, Europe, Africa and Australia, all with the same rave reviews and comments that the program is greatly needed at this level of the company.

We at Global International Inc. welcome the opportunity to discuss how this program can enhance your operations and the many benefits that your company will achieve by taking the next step in achieving the “Zero” (injury free) goal.

COURSE MODULES

1. UNDERSTANDING THE FUNDAMENTALS OF SAFETY

This module is a basic outline of the safety fundamentals with an explanation of the interaction of systems, facilities and the people involved. The corporate perspectives and beliefs in safety are also outlined in this module.

2. WORKFORCE MOTIVATION

In these times of constant change, the challenge for most management is keeping the workplace motivated toward their goals. This module enforces that motivation must be planned using Activators, Behaviors and Consequences to achieve a target behavior. Management will learn to recognize the characteristics of individuals and sites with poor motivation. The ways and means to provide visible leadership to change this motivation will be covered, and participants will be required to commit to a personal slogan to demonstrate this visible commitment. The instructor will cover the need for reward and recognition, and explain how to join this together effectively with constructive feedback to ensure that standards and qualities are always upheld.

3. CONTINUOUS IMPROVEMENT

Management is taken through the continuous improvement cycle and how to apply the continuous improvement process within the company as a whole. Participants will be shown how to use basic tools to perform data collection and analysis, and how the complete continuous improvement policy is applied to improve safety results. Due diligence requirements of management to ensure that continuous improvement is implemented is covered to understand the importance of appropriately managing the safety issues.

4. CONTRACTOR SAFETY

Contractors are a constant and integral part of most companies. The contractor provides individual risks and benefits, which need to be integrated into the corporate culture. The expectation of the company to the contractor and the types of performance evaluations are shared. The instructor will cover how the performance evaluation process works with the contractor, and the company's responsibilities for the contractor's safety performance.

5. MANAGING INTERFACES

Many times during the day, managers will be required to interface with different levels of the organization and must be able to accomplish this successfully. They will be provided with the tools for managing the differing and critical interfaces within the work environment, and how to create an environment that is conducive to effective interfaces.

6. LEADING INDICATORS

The use of proactive reporting has been proven to prevent losses. The role of proactive reporting within the organization and what management can expect the report to accomplish in relation to the incidents is covered. Management is led through the process of fostering an environment that encourages participation in proactive reporting processes. Ultimately, this is related, using the proactive report as a leading indicator for the company.

7. RISK MANAGEMENT

The risk management process is described, along with the components required for various types of risk assessment. When and where each type of risk assessment is required or beneficial and how to develop mitigation plans for identified risks are covered. The use of informal risk assessments is encouraged, by motivating key personnel participation in risk assessments.

8. HUMAN FACTORS

This module provides an understanding of how human factors directly impacts the performance and safety of the workers. An understanding of how human factors are design-related, and how human error ties to the human factors relation is covered, along with a list of examples of human error in operations. The management is made aware of how to motivate operations to identify and reduce the exposures and human factors issues within their supervisor's and work sites.

9. PRE-JOB PLANNING

Managing the work place through pre-job planning in order to reduce risks has become crucial to every company. The use of pre-job planning to increase the workforce's understanding of risk and the appropriate risk mitigation is tied together with the use of an appropriate tool, such as Mental Planning (i.e. Stop and Think, Step back take 5), JSA's (Job Safety Analysis), and more formal processes of procedures.

10. WORKFORCE COMPETENCE

Workforce competency is defined, as well as the differing states of the workforce progression models. The methods for maintaining competency and what factors affect competency within the worksite are revealed so that unacceptable competency levels can be mitigated. The abilities of the human, in relation to competency retention, are covered to reduce the repeated mistake of unreasonable expectations of the worker.

11. SHORT SERVICE EMPLOYEES

Management needs to understand the risks associated with the SSE, so the SSE is clearly identified, and methods for mitigating the risks are covered. The components of a successful SSE program, as well as implementing a contractor SSE program, are also covered.

12. INCIDENT MANAGEMENT

Incident reporting guidelines and the differing classifications are aligned with the corporate reporting requirements. Strong emphasis is placed on the rehabilitation philosophy by ensuring the restricted work program is understood and utilized to the fullest extent. This module is designed to deal with reaction to emergency, and the proper response by management/supervisory levels.

13. INCIDENT INVESTIGATION AND SHARING

The basic steps in an incident investigation are covered so managers will be able to recognize and distinguish the quality of the investigation. Also outlined is the management of incident information to prevent a similar incident from occurring by using the systemic or root causes. Coverage is also given to the communication requirements for investigation and sharing of contractor incidents. This prevention is further carried into the sharing of the information in a useful manner throughout the company.

14. MANAGING SAFETY PERFORMANCE ISSUES

This module covers how to identify safety performance issues while ensuring that a true analysis is done as to the cause of the performance issue. The three causes of performance issues are clearly defined, from human error to erosion of standards to direct violation. The actions and roles for applying discipline are tied together with coaching and mentoring towards the improved goal. Although this module is targeted towards improving safety performance issues, the principles of personal performance issues applies to all levels of personnel and the related performance issues.

15. SAFETY MEETINGS – MOTIVATION PART 2

Although this is thought to be a fairly well known topic, upper management plays an extreme leadership role within the safety meeting process. The purpose and planning of the meeting, the differing types, the role, and, most importantly, the motivation and role of the manager in front of the team is critical to success. This is a highly motivated session that concentrates dramatically on delivering the message right!

16. WORKSITE TOURS

Commonly, management is requested to walk through facilities and will miss what site personnel see as an obvious safety risk. As a result, a mistaken impression is created that management does not care. The purpose of the facility walk through as well as the differences between safety verification and safety assessment is clarified and the need for both types is promoted. The risk of management new to a site participating in the facility walk throughs is covered, as well as how to mitigate negative perceptions of the work-site to the walk through.

17. OFF-THE-JOB SAFETY

Employees are 10-16 times more likely to sustain a disabling injury off the job than on the job. As companies, our role in relation to both the human and corporate considerations must be managed to reduce this loss. The need for our input and management of off-the-job injuries and how they impact the worksite is explained. From there, the methods for managing off-the-job safety and how to develop and implement the plans to address off-the-job safety are described.