

Effective Pre-Shift Meeting Process



The Challenge

How successfully do your pre-shift meetings engage and focus your crews for a safe and productive day?

Team meetings, and specifically pre-shift meetings, are a key opportunity for leaders to engage workers to switch on for the shift ahead and communicate the right information so that tasks are completed the right way, in a safe way, every day. When teams are engaged in the process and when leaders know how to lead great meetings, there is less time wasted, less frustration and more motivation to do the work that matters.

Achieving an effective and engaging pre-shift meeting experience every day requires two key components: a clear process that is accepted and consistently executed by the team; and capable personnel able to facilitate the pre-shift process.

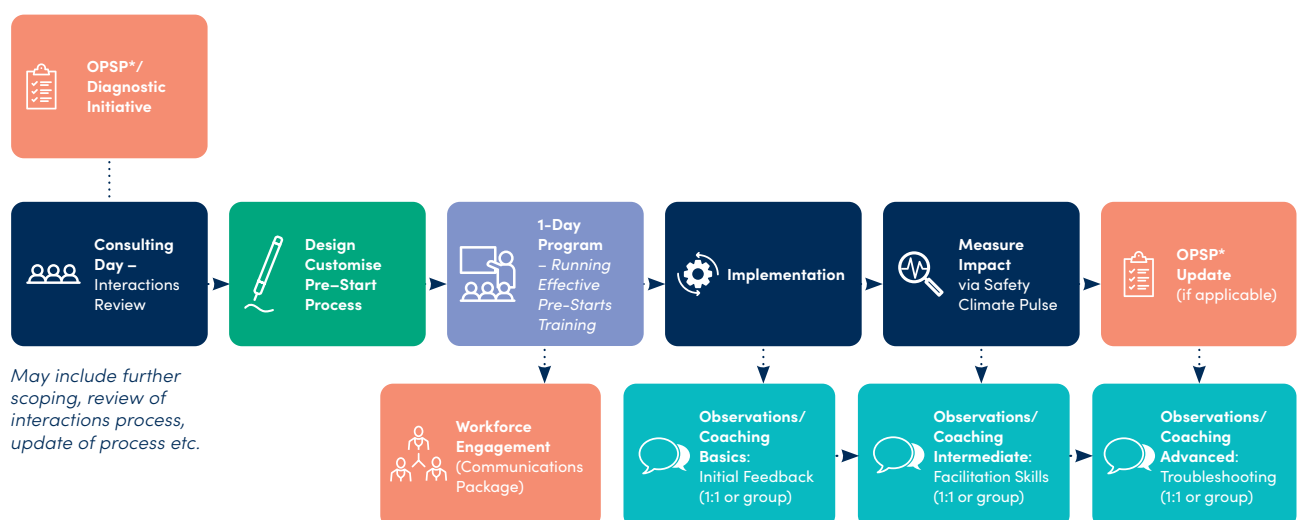
Yet many businesses struggle to deliver consistently on one, or both, of these components. A lack of clarity around deliverables of a pre-shift process or a process that has created presenteeism of work crews more than engaging them, undermines the intent and effectiveness of these meetings. Also, often those responsible for running pre-shift meetings lack the skill to be able to adequately engage an audience, inspire crews to invest in the process or to respond effectively when curveballs are thrown their way during a meeting.

The Solution

Sentis provides a comprehensive solution to improve your pre-shift processes:

- 1. Pre-Shift Process and Delivery Review:** To ensure you are making the most of your pre-shift opportunities, Sentis will work with you to review and provide feedback on your existing processes and your leadership’s execution of these. This is also a good opportunity to explore where key concepts from the ZIP training programs can be reinforced and applied during the pre-shift experience.
- 2. Update or Implement New Process:** Based on the outcomes from the review, we will advise on any recommended process improvements to existing tools and processes. If you do not currently have a structured pre-shift process Sentis can provide a solution in the form of a Safe Days Board—a custom whiteboard tool that supports the pre-shift process.
- 3. Training:** The *Frontline Leadership Series: Running Effective Shift Meetings* module is designed to develop facilitation and safety leadership skills relevant to running pre-shift meetings. The one-day module is a practical and applied training program using scenarios, demonstrations and role-plays. See the *Frontline Leadership Series: Running Effective Shift Meetings* program overview for more information.
- 4. Workforce Engagement:** Depending on the level of customisation or process change introduced, Sentis will assist you to develop a communication package to inform the workforce of the intended changes.
- 5. Implementation:** To ensure the implementation is achieved successfully, the launch of the updated or new approach (and tool if applicable) is supported with coaching for the frontline leaders executing the process.
- 6. Impact Measures:** The impact of the implementation is tracked using information gathered through *Safety Climate Pulse* checks, infield interactions or other agreed tracking mechanisms. See *Safety Climate Pulse* factsheet for more information.

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* OPSP: One-Page Safety Plan

Frontline Leader Series: Running Effective Shift Meetings – Program Outline



Target Audience
Frontline Leaders



Duration
1 day



Group Size
8 participants

Sentis' *Frontline Leadership Series* is designed to develop practical safety leadership skills. The *Running Effective Shift Meetings* module aims to improve the skills of supervisors and team leaders in the delivery and facilitation of effective shift meeting processes.

After participating in this workshop, leaders will understand what an effective meeting looks like and how to successfully facilitate shift meetings consistently. Participants will gain meeting facilitation skills, including how to run engaging meetings with the brain in mind and how to deal with the typical curveballs thrown at them during meetings.

This practical one-day workshop ensures adequate time for participants to practise running effective meetings via demonstrations and scenario role-plays. The workshop is designed for a minimum of 6 participants and a maximum of 8. Our program timetable is based on these numbers to ensure maximum involvement of participants in a practical way to apply the tools in role-play scenarios.

Key Learning Outcomes

At the completion of this module participants will be able to:

- Understand why pre-shift meetings are important, what makes them effective and how to promote this to their teams.
- Apply information on how the brain functions to the skill of maintaining crew attention; influencing thinking and behaviour; gaining support from a crew; and encouraging crew members to get involved.
- Explore how to prepare for a meeting and how to structure information more effectively so that your people are more likely to remember it.
- Review the practical components of pre-shift and handover meetings to apply brain science to task prioritisation and allocation; performance versus safety balance; and providing cross-shift information.
- Develop skills around tailoring delivery to deal with various roadblocks for effective meetings; getting the crew involved or maintaining meeting engagement over time.

The Outcome

The *Effective Pre-Shift Meeting Process* will support your business to enhance the quality and impact of your pre-shift meetings, including:



Improved **pre-shift processes** and alignment to **ZIP** concepts



Improved **crew engagement** that ensures they are switched on each day



Improved leadership **communication skills**



Improved **upwards communication opportunities** for employees



Improved **focus** on safe production goals



Promoting a **culture** of continuous improvement and accountability



Increased quality and quantity of **information flow** to the workforce



Ready to help your leaders make a difference on the frontline?

Get in touch with one of our expert consultants today

1300 653 042

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