Leading High-Risk Work
Program Outline

Target Audience
Leaders and
Risk Owners

Duration
1 day

Group Size
15 participants

Pre-Work
The Brain at Work (1 or 2 day)
Leading a Safe Culture (1 or 2 day)

Leading High-Risk Work focuses on both the technical requirements of understanding critical risk management fundamentals, as well as the soft skills required to conduct effective critical control verifications in the field, create a psychologically safe work environment and a culture of learning. Leaders who seek to understand (rather than place blame) and take action, develop a high trust culture where team members are more likely to share their workarounds and report incidents or hazards. The training is experiential, applied and engaging. It is supported by skills coaching to ensure transfer of learning from training to workplace through observing and coaching leaders while conducting critical control verifications in the field.

Key Learning Outcomes

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

- Understand the value and intent of the CRM system across the business.

- Understand how the CRM system is structured and the roles and responsibilities within the system.

- Understand the terminology and definitions specific to the CRM system being implemented.

- Know what the critical risks and controls are within the system and how these relate to daily routines.

- Appreciate the 'person component' within the CRM system and understand why workers may not effectively implement a control and/or initiate workarounds in the field.

- Understand the steps required to implement critical controls and the role leaders play in verifications to ensure the controls are present and effective.

- Apply skills from the Leading a Safe Culture prerequisite training to set up Critical Control Verification (CCV) for success (i.e. leading with the brain in mind).

- Understand the steps for conducting an effective CCV.

- Understand the agreed process for 'start work' and 'stop work' authorities, including how to respond when a control is identified as not being in place or effective.

- Influence a learning mindset across a work group so that they are contributing to the continuous improvement of the CRM system.

- Understand the process for how lessons learned, and actions taken, will be communicated and integrated through existing systems such as pre-start meetings.

- Understand the specific role Risk Owners will take to support the CRM system, including scheduled 'deep dives' into critical controls to ensure ongoing integrity of the CRM system.

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