

# Effective Infield Leadership Process

## Safety Observations & Interactions



### The Challenge

How successfully do your leaders positively influence your safety culture day-to-day?

Infield safety interactions between a leader and their team are a key vehicle for influencing the safety culture within your organisation. The ability to develop and foster high-quality working relationships allows leaders to inspire, motivate and hold their teams to account when it comes to ensuring safe work is maintained.

But many leaders do not naturally possess the interaction and communication skills required to observe and interact effectively with their teams. Often, leaders are promoted through the ranks for their technical ability and achievements, not their 'people skills'. As a result, there is a risk that leaders either avoid conducting observations and safety interactions altogether or execute them so poorly that they negatively impact the safety culture.

# The Solution

Sentis provides a comprehensive solution to improve your safety observation and interactions processes:

- 1. Safety Observations and Safety Interactions Review:** To ensure you are making the most of your observation and infield interaction processes, we work with you to review and provide feedback on your existing processes and your leadership's execution of these. It's also a good opportunity to explore where key Positive Safety concepts can help support the intent of an observation process, to ensure sufficient trust is being built around the process and to integrate key language into relevant tools and interaction conversations.
- 2. Update or Implement New Process:** Based on the outcomes from the review, we'll advise on any recommended improvements to existing tools and processes.
- 3. Training:** The *Frontline Leadership Series: Safety Interactions* module is designed to develop practical communication skills for leaders, contextualised to address opportunities for skills development in both formal and informal interactions. The one-day module is a practical and applied training program using scenarios, demonstrations and role-plays. See the *Frontline Leadership Series: Safety Interactions* program overview for more information.
- 4. Workforce Engagement:** Depending on the level of customisation or process change introduced, we'll assist you to develop communication package to inform the workforce of the intended changes.
- 5. Implementation:** To ensure successful implementation, the launch of the updated or new approach (and tool if applicable) is supported by coaching for the frontline leaders executing the process. See the *Coaching* factsheet for more information.
- 6. Impact Measures:** The impact of the implementation is tracked using data 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: Safety Interactions

## Program Outline

**Target Audience**

Frontline Leaders

**Duration**

1 day

**Group Size**

8 participants

The *Frontline Leadership Series: Safety Interactions* module is designed to develop practical leadership skills. It is contextualised to address opportunities for skills development in both formal and informal safety interactions, depending on the needs of an organisation.

A psychology-based training program, this module assists leaders to develop practical safety leadership communication skills for infield interactions. It does this by providing leaders with insight into the social brain and how to create a culture of psychological safety for effective safety conversations to occur.

Leaders are also provided the skills to conduct effective safety conversations, including core communication skills, advanced questioning techniques and how to incorporate reward and recognition opportunities into infield conversations.

The module is a practical and applied training program using scenarios, demonstrations and role-plays. This one-day module 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 manner to apply the tools in role-play scenarios. Each participant is provided with a set of *Safety Interactions* pocket cards as a reference tool.

### Key Learning Outcomes

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

- Identify threat versus reward responses common in leader-to-team observations and interactions
- Build a learning culture based on trust, including minimising fear responses and promoting a learning and feedback mindset
- Introduce and clearly explain the 'why' behind safety interactions
- Implement communication skills for effective interactions including active listening, questioning techniques and providing feedback
- Undertake the steps of a formal safety interaction (i.e. safety observation and coaching process)
- Implement strategies to manage typical challenges faced during interactions.

## The Outcome

The *Effective Infield Leadership Process* will enhance the infield communication capabilities of your leaders, resulting in:



Improved **communication** skills within your leadership team



More consistent **recognition** of safe behaviours by leadership



Improved **compliance** with KPIs or expectations regarding infield interactions



Improved **visibility of leaders** in the field



Improved **culture** and increased psychological safety within teams



More **confident leader** communication with team members and peers



Better **flow of information** between leadership and team members



A **shared understanding** of why safety interactions are important and how they increase workplace safety



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

**Get in touch** with one of our expert consultants today

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**sentis.com.au**