

# 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.