

The secret sauce of implementation

Turning Skills into Everyday Practice





ACKNOWLEDGEMENT OF COUNTRY

Sentis acknowledges the traditional custodians throughout Australia and recognises their connections to land, waters and community.

We acknowledge the Traditional Owners of the land on which we meet today and pay our respects to elders past and present. We extend that respect to Aboriginal and Torres Strait Islander peoples here today. We do this because we value Aboriginal and Torres Strait Islander history, culture and knowledge.



**BE A
GREAT
PLACE TO
WORK**



**SUPPORT
GREAT
WORK**



**DO
GREAT
WORK**

Our Mission: To change the lives of individuals and organisations for the better, every day

sentis



DO
GREAT
WORK

TRUSTED TO DELIVER

South East Water | GLENCORE | genesis ENERGY | BHP | TITAN
PACIFIC ALUMINIUM | ERGON ENERGY | RioTinto | Viridis^{Ag} | contact
GrainCorp | AUSTRALIAN COUNTRY CHOICE | electranet | MMG | Downer

22
YEARS

500+
COMPANIES

200,000+
INDIVIDUALS

40+
COUNTRIES

The implementation gap

Have you ever sat through training, nodded along, and then returned to the worksite and defaulted back to the way things were done before?



Roadmap for this discussion

- 1 **Setting up implementation
for success**
- 2 **Delivering training with
impact**
- 3 **Ending implementation well**

Setting
implementation
up for success

1

Leadership alignment

Leadership alignment isn't a nice-to-have. It's one of the strongest predictors of whether training translates into behaviour change.

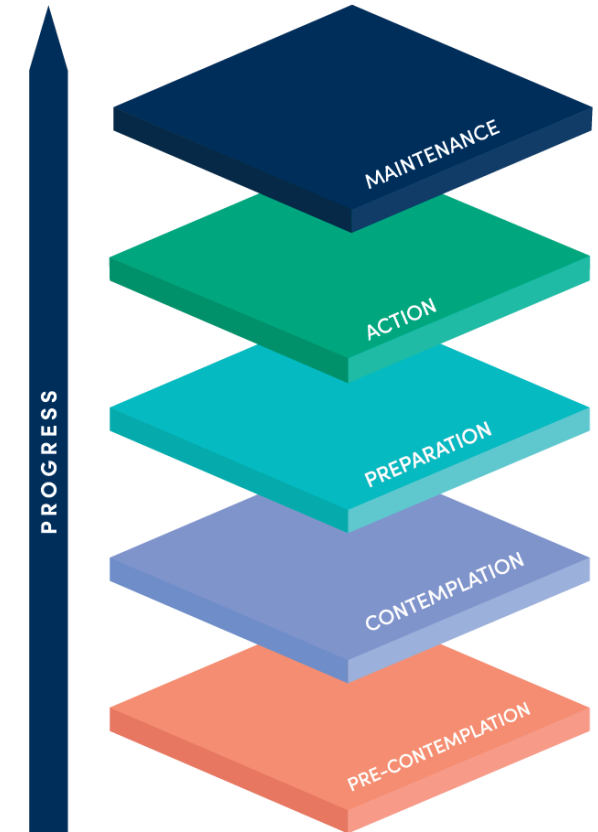
Without it, participants arrive without context, without motivation, and without a clear signal that this matters to the organisation.

The difference between meaningful commitment and performative endorsement shows up long before anyone enters the training room.

What's something you would like to see leader's do before a program kicks off that would instantly signal to you that 'this one's real'?

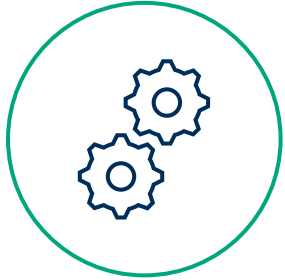
Socialising the why

- People engage with safety when it connects to something they care about
- The 'why' needs to be personal: family, colleagues, identity, pride in doing the job well
- Socialising the why happens in conversations – team huddles, pre-starts, one-on-ones
- Leaders who share their own 'why' make it safe for others to do the same



Adapted from Prochaska & DiClemente

Logistics that make or break it



Even the best-designed training fails if scheduling, access, and workload aren't managed



Common logistical blockers: timing training during peak periods, inadequate backfill, limited access to materials post-session



Implementation needs a plan - who does what, when, and how it's followed up



Small operational decisions send big messages about whether safety is really the priority

Logistics communicate value. Poor setup creates cognitive overload.

So what?

What happens before the training room matters as much as what happens inside it.



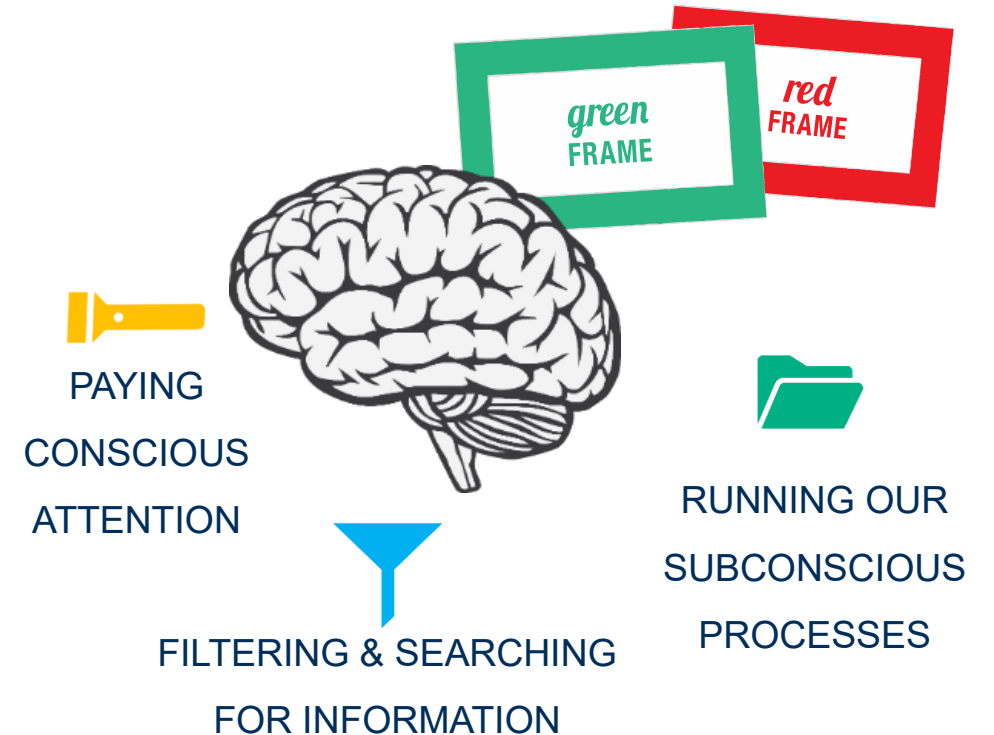


Delivering
training with
impact

2

The brain in the training room

- Attention is finite - the brain filters for what feels DIPI (relevant, novel, or emotionally meaningful)
- Information alone rarely changes behaviour
- The brain learns through reflection, discussion, practice and emotional connection - new information sticks when it links to existing experience
- Engagement isn't just about keeping people awake; it's about activating the neural pathways needed for behaviour change



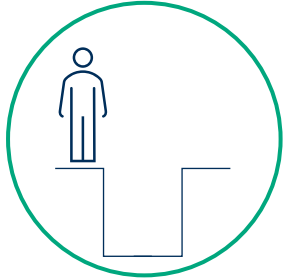
What a 'high standard of training' really means

A high standard is about engagement, activation and relevance

Effective training creates cognitive challenge: scenarios, decisions, debate – not just information transfer

Great training creates a sense of felt safety, psychological engagement, and active participation.

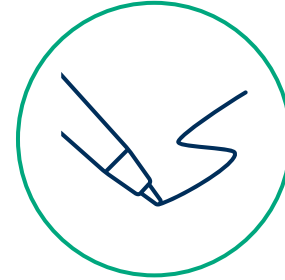
Bridging the gap from theory to practice



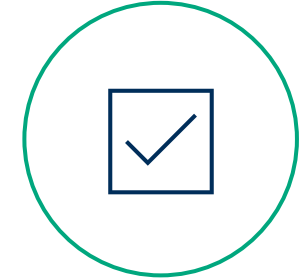
The transfer gap is where most training investment is lost – skills learned but never applied



Bridging techniques: contextualised scenarios, on-the-job practice in realistic conditions, peer discussion of real examples



Pre-work and post-work matter: prime the learner before, reinforce the application in the field after



Give people a specific, doable action to take within 24–48 hours of training – small wins build momentum

So what?

Great delivery
creates belief.
Belief drives
behaviour.



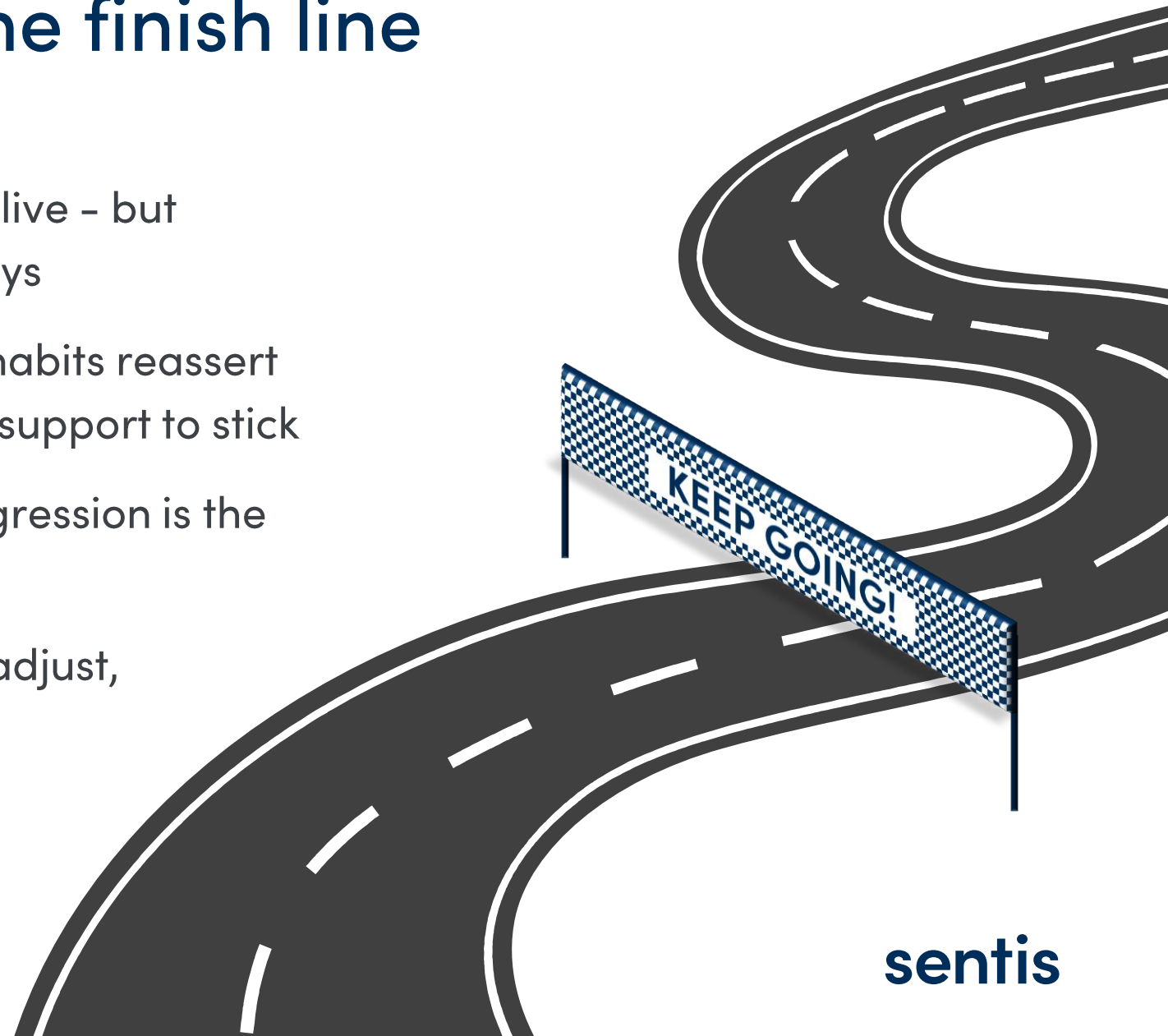
Ending
implementation
well

3



Implementation isn't the finish line

- Most implementation plans end at go-live - but behaviour change takes weeks, not days
- The post-training period is where old habits reassert themselves and new behaviours need support to stick
- Without intentional follow-through, regression is the default - not the exception
- Implementation is a cycle: do, reflect, adjust, reinforce - not a one-time event



The leader's role after the training

- Follow-up conversations matter! Have them in the field, frequently, 1:1 and to your teams
- Notice and name the new behaviours you see: specific, timely recognition reinforces what you want more of
- Create space for reflection: regular check-ins where people can share what's working and what's getting in the way
- Model the behaviours yourself - visible leadership behaviour is the most powerful reinforcement tool available



From intention to everyday practice

- Your integration plan should be ready to roll immediately after the training
- The new behaviour needs to be the path of least resistance
- Physical, psychological, and social levers all play a role: the environment, the mindset, and the team culture
- When people feel safe to speak up, supported to make good decisions, and connected to a shared purpose, implementation sustains itself



The three conditions for implementation success

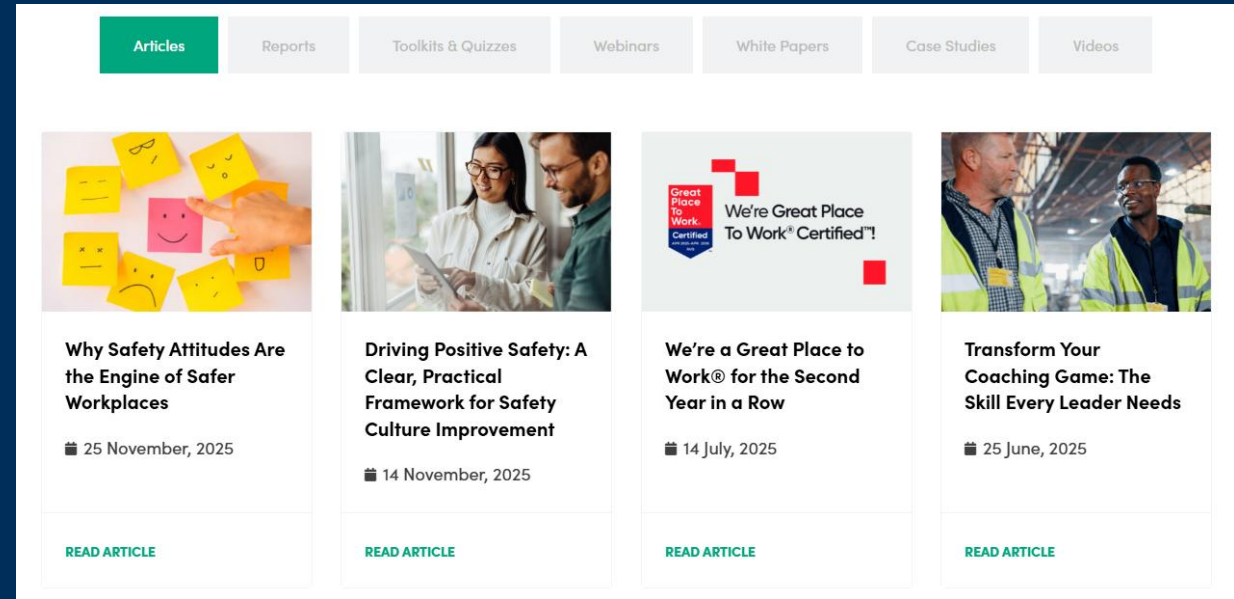


Find out more about Driving Positive Safety

Check out our Positive Safety Portal where you can find our recent article on Driving Positive Safety as well as other:

- Articles
- Reports
- Toolkits & Quizzes
- Webinars
- White Papers
- Case Studies
- Videos

sentis.com.au/safetyresources



The screenshot displays the Positive Safety Portal website. At the top, there is a navigation menu with tabs for Articles, Reports, Toolkits & Quizzes, Webinars, White Papers, Case Studies, and Videos. Below the menu, there are four article cards. Each card features a header image, a title, a date, and a 'READ ARTICLE' button.

Article Title	Date
Why Safety Attitudes Are the Engine of Safer Workplaces	25 November, 2025
Driving Positive Safety: A Clear, Practical Framework for Safety Culture Improvement	14 November, 2025
We're a Great Place to Work® for the Second Year in a Row	14 July, 2025
Transform Your Coaching Game: The Skill Every Leader Needs	25 June, 2025



THANK YOU

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