

RUNNING EFFECTIVE PRE-START MEETINGS



**To change the lives
of individuals and
organisations for the
better, every day.**

Your Presenter

Dom O'Brien,
Principal Consultant



AGENDA

- 1 INTENT VS REALITY
- 2 PLANNING
- 3 ENGAGING YOUR AUDIENCE
- 4 CREATIVE EXAMPLES

1. Intent vs Reality



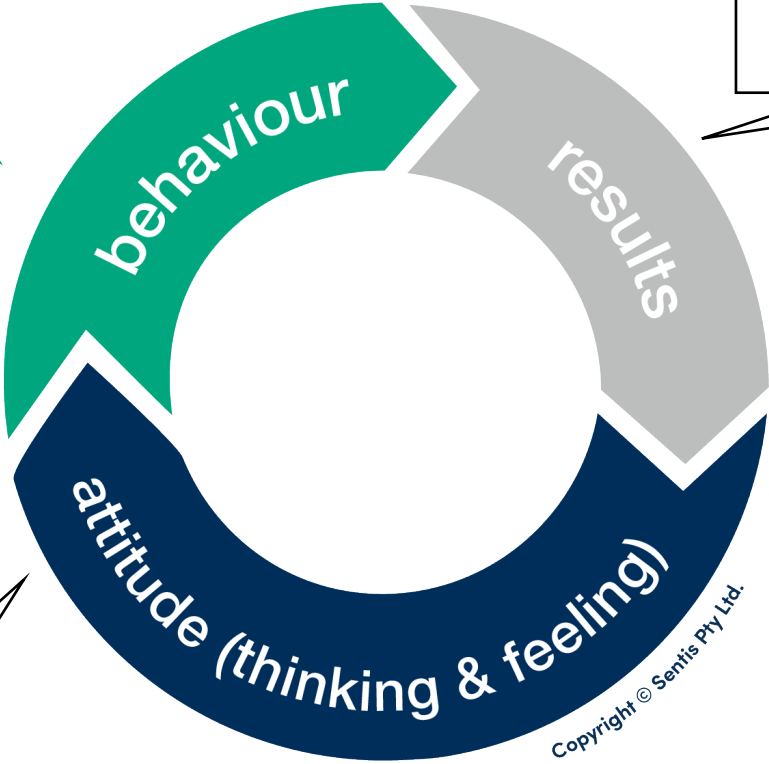
THE GOALS OF A PRE-START MEETING

- ✓ To influence **ATTITUDES**
- ✓ To get crew **FOCUSED & MOTIVATED**
- ✓ To set clear **DIRECTION**
- ✓ **FEEDBACK** and continuous improvement
- ✓ **SAFETY**
- ✓ **INTERFACE** between crew and leaders



- ✓ Motivated for work
- ✓ Focused on tasks
- ✓ Risk aware
- ✓ Communicating effectively

- ✓ Safe productive work



- ✓ I know what is going on
- ✓ I know what is expected of me
- ✓ I'm switched on to work



Let's take a quick poll...

DID YOU KNOW?

51% of employees describe their team safety meetings as a **poor to average experience**.*

**Based on a survey of 11,985 respondents across 7 industries*



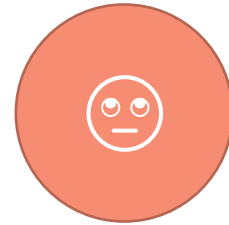
WHY DO THEY OFTEN FALL SHORT?



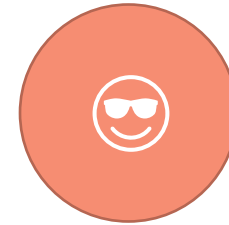
Presenteeism



Passive audience



Not an engaging
experience



Complacency
and/or
Performance Drift

WHAT DOES GOOD LOOK LIKE?



Structured effectively



Relevant



Concise



Integrated information



Cross-team & Site-wide context



Delivered effectively



Responsive & Flexible



Safe operation focused

2. Planning



“Opportunity...wastes no time on those who are unprepared.”

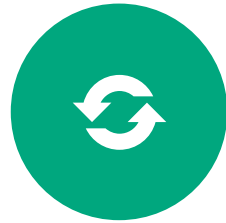
George C. Clason

PLANNING TIPS



SHORT & SIMPLE

We can only process a small amount of information at any one time.



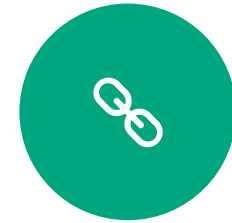
RELEVANT & MUST KNOW

Stick to the information relevant for your team and key business messages to be shared.



WRITE OUT KEY POINTS

Provide a written summary of key points on days when there is a lot of information to cover.



LINK, REINFORCE & REPEAT

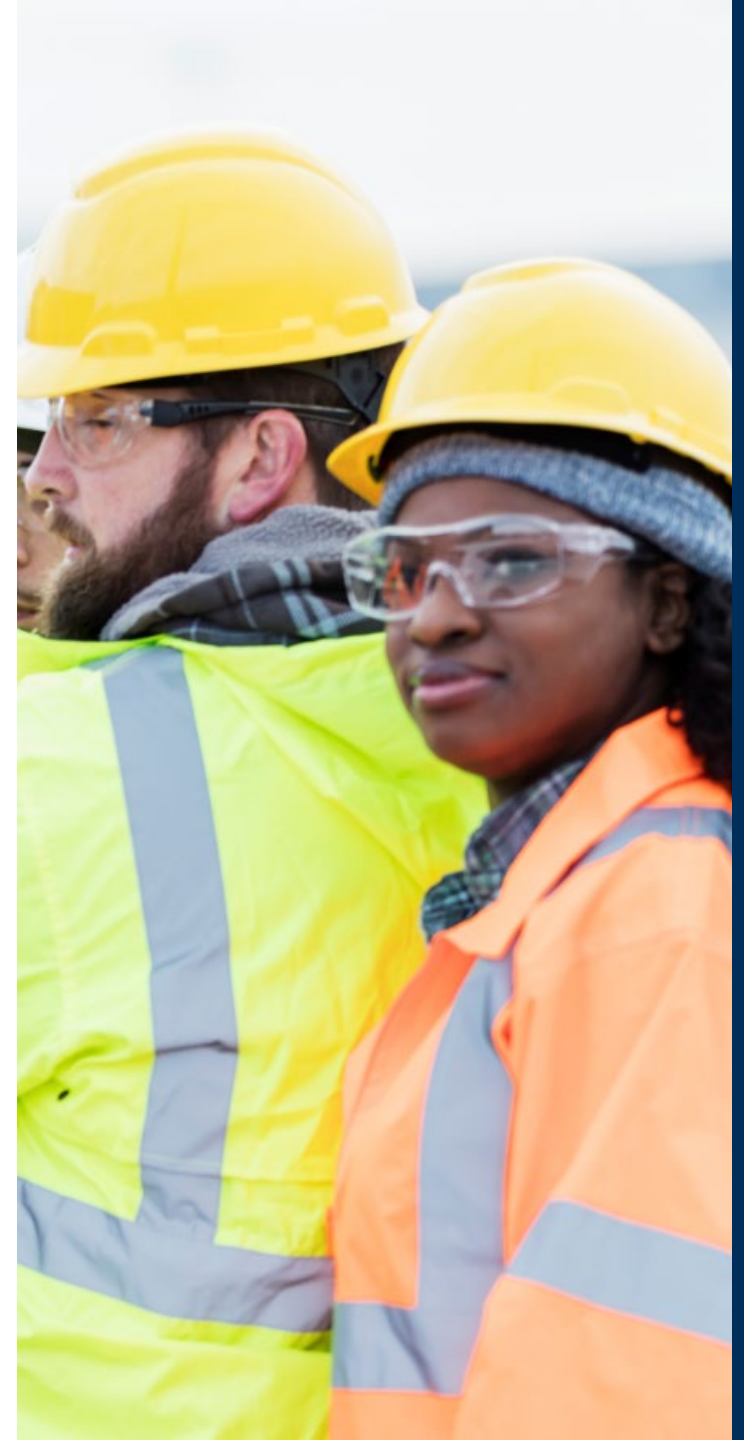
Find ways to link to your team values, reinforce key messages and repeat messages to lock them in.

3. Engaging Your Audience



FACILITATING PRE-START MEETINGS

1. Non-verbal considerations
2. Active listening
3. Effective questions
4. Influencing participation
5. Managing challenges



A graphic illustration of a torch beam. A bright white light source at the top right emits a wide, soft-edged beam of light that tapers as it moves towards the left. The background is black. On the left side, there is a large, dark blue circle with a dotted border. Inside this circle, the text 'BRAIN FACT:' is written in white, bold, uppercase letters. Below it, a paragraph of text explains that the brain can only focus on one task at a time, leading to distraction. The overall theme is focus and attention.

BRAIN FACT:

Much like a torch beam, our brain can only truly focus on **ONE** task at a time. As a consequence, we are easily distracted.

MANAGING DISTRACTIONS



VISUAL & AUDITORY DISTRACTIONS

- Consider location.
- Minimise foot traffic.
- If noise is unavoidable, keep meeting short and focus on the key information only.



INTERNAL DISTRACTIONS

- Acknowledge the things that may be on our mind.
- Reflect on what's in our control.
- Bring the group back to: 'What's Important Now?'

BRAIN FACT:

Our brain filters information according to the **DIPI** criteria:
DANGEROUS;
IMPORTANT;
PLEASURABLE; or
INTERESTING



MANAGING DISTRACTIONS



BE GENUINE

- Know your content.
- Own what you DON'T know.
- Believe in your message.
- Try not to read from a sheet of information; maintain eye contact.



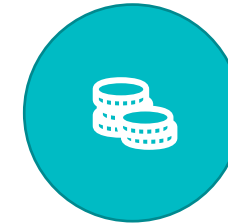
HUMOUR & STORIES

- Engage the emotional brain through interesting stories that link to the point you are trying to make.



GET THE CREW INVOLVED

- Ask questions.
- Get team members involved in delivering the material.



TOKENS

- Encourage and acknowledge input from crews.
- Give feedback and recognition.

A grayscale microscopic image of neurons with a blue circular overlay on the left side. The overlay contains white text. The background shows various neurons with their cell bodies and branching processes.

BRAIN FACT:

What gets processed as
DIPI changes
regularly. While
something may have
been DIPI to the group
yesterday, it **may not**
be **DIPI today.**

SAFETY SHARE TIPS

1. Keep up with current affairs and news events that you could link to
2. Look at what other industries are doing and take learning from them
3. Bring a topic back to a personal example and the impact it has had on you
4. Think of safety 'wins' versus 'fails'
5. Share an interesting statistic or recent research finding



A hand holding a baseball is shown against a black background. A large, semi-transparent blue circle is overlaid on the left side of the image, partially covering the hand and the baseball. The circle's border is composed of a series of small, glowing dots in white and green. The text "What about the curveballs?" is written in white, bold, sans-serif font within the blue circle.

**What about the
curveballs?**



What things could derail a pre-start?

DEALING WITH OFF-TOPIC RESPONSES OR COMMENTS



KEEP THINGS ON TRACK

When the group begins to talk about issues not relevant to the discussion, you might take advantage of a pause and say, “Let’s finish this conversation at another time, so we can focus here on what we need to do.”



PARKING LOT

A ‘Parking Lot’ is an area where topics can be temporarily parked and listed for follow-up at another time. Listing items on a notebook (or flip chart/whiteboard if available) helps you remember them for later.

THE QUIET GROUP



TOKENS

Always acknowledge and thank the crew for any response, by saying something like “Thank you”, “Great idea”, “Yes”, or “Good question.”



MINIMISE BLUNT CORRECTIONS

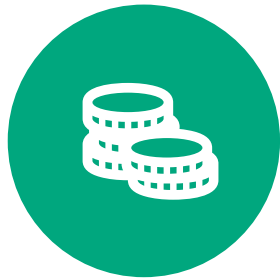
When a crew member gets an answer incorrect, it is important to acknowledge their response and rephrase the question, or ask the group for their input.



THE 8-10 SECOND RULE

Sit with the uncomfortable silence for 8-10seconds. People will want to fill the space by saying something. So make sure you are giving your audience plenty of time to respond.

DOMINATING OR DERAILING BEHAVIOUR



TOKENS

Wait for a pause in their speaking, respectfully acknowledge their contribution, and thank them. For example, “I really appreciate your comments. Let’s hear some other perspectives.”



EXPAND THE FOCUS

Make direct eye contact with other members of the audience and say something like, “I’m very interested in hearing what other people think about this”, or “It’s very interesting to get a variety of perspectives, and I would like to hear from other people as well.”



PARKING LOT

As before.

4. Creative Examples





What creative examples have you seen?

SHIFT DEPLOYMENT BOARD

Working together to focus on better and safer ways to do our jobs everyday

OUR CURRENT STATUS

SAFETY

		1	2	3		
		4	5	6		
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
		28	29	30		
			31			

- SAFETY IMPROVEMENT
 - SAFE SHIFT
 - UNSAFE SHIFT
- *Measured against injury

DISCUSSION

Shift review:

- What went well?
- What did we learn?
- Key hazards reported?
- Anything requiring escalation? Follow up?
- Any information to share from other parts of business

OUR CURRENT STATUS

WORK

DISCUSSION

Progress review:

- What do we need to do differently? (i.e. anything we need to stop doing? Start doing?)
- What do we need to continue doing?
- Anything requiring escalation? Follow up?

WHAT'S IMPORTANT NOW?

Managing Our 'Gorillas'



DISCUSSION

Setting up for success:

- What are the key Dangers we need to manage today?
- What do we need make important today?
- Any distractions we need to manage?
- What things may have changed or be different today?

UNDERSTANDING OUR RESULTS

DATE	WHY? (i.e. what attitudes or behaviours gave us this result?)
------	---



SWITCHING ON FOR TODAY

Safety Topic: (i.e. safety share, safe work topic, improvement focus, observations focus)

SWITCHING ON FOR TODAY

Task Allocations:

RECOGNITION (i.e. who lived our values well? Great 'green frame' example?)

PERFORMANCE METRICS

ADMIN & LOGISTICS

What's My 50%?

To stay safe for our PB5 we need to work together, look out for one another and speak up about our concerns and improvement ideas



1.2m

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Working together to focus on better and safer ways to do our jobs everyday

INCIDENT MANAGEMENT							
BSAFE#	DATE	TYPE	DESCRIPTION	RESPONSIBLE PERSON	INVESTIGATED?	ACTIONS ASSIGNED?	CLOSED?

HAZARD MANAGEMENT						
BSAFE#	DATE	TYPE	HAZARD IDENTIFIED	ACTION	RESPONSIBLE PERSON	ACTIONED?

OUR FOCUS & ACTIONS					
WHAT DO WE WANT TO ACHIEVE/FOCUS ON?	BY WHO?	BY WHEN?	HOW WILL THIS BE ACHIEVED?	ANY RELEVANT MEASURES?	COMPLETED?

1.2m

What's My 50%?

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SUMMARY CHECKLIST

- ✓ Are your pre-start briefings well structured and concise?
- ✓ Do your workers find them relevant and useful?
- ✓ Is there enough emphasis on ensuring adequate planning prior to the briefings and prior starting work?
- ✓ Are you encouraging two-way communication during the pre-start briefings?
- ✓ Do you use pre-starts as an opportunity to discuss improvements, lessons learned and to close out items raised in previous meetings?
- ✓ Are your pre-starts engaging enough to make safety discussions relevant and interesting?
- ✓ Do you use pre-starts as an opportunity to recognise the attitudes and behaviours you want to see, and that help drive your overall safety vision?



Q&A

Over to you



DISCOVER MORE

Prestarts and toolbox talks

Start every shift on the right foot.



Would you like more information on Sentis' Pre-Shift Process and targeted, skills-based training programs for frontline leaders?



Express your interest

WEBINAR OFFER

ZIP Essentials: The Psychology of Safety

Complementary Trial



Access the first three modules of **ZIP Essentials: The Psychology of Safety** free of charge for 30 days*

1. Introduction to ZIP Essentials
2. Understanding Safety Citizenship
3. Attitudes Behaviour Results (ABR): A Model for Life



Express your interest

Get in touch

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