



ILM Endorsed Safety Coach the Coach programme

Imagine having a group of committed safety champions on site. They're widely available, present and recognised. They're not afraid to hold those tough conversations about safety behaviours, and they're quick to recognise and praise the right behaviours when they see them.

By selecting and training a group of Safety Coaches, your sites will benefit from extra sets of eyes "on the ground" and a real feeling on site that safety is genuinely a priority for the organisation.

The programme consists of two days of workshops followed by workplace assignments to ensure sustainability and gain the ILM certificate. Using our approach will result in your chosen Safety Coaches having the awareness, confidence and skill to engage with all stakeholders via solution-based interventions. Your safety coaches will emerge from their programme being able to blend their existing technical knowledge with an ability to build rapport with, acknowledge the operational challenges faced by and conduct advanced level coaching conversations with the individuals that make up your organisation.

Previous clients such as BSKyB, Babcock Rail, Xervon Palmers, Eric Wright and Balfour Beatty have all benefitted from our flexible approach to tailoring the programme for their specific culture. Our unique ability to achieve behavioural change blends with your specific operational and cultural needs to create a safety coaching programme that produces the right coaches for you – not a generic 'one course fits all'.

"I have received fantastic feedback about the ILM safety coaches programme. This is a great course for all the guys and will be a catalyst for change within the business."

**Scott Ellis, Group HSE Manager
Eric Wright Group**



Programme content

Day 1

Introduction to Leadership

Recognition of the qualities, challenges and responsibilities that come with being an authentic leader. Provisional introduction of Kotter.

Your role as a leader of safety – The Bradley Curve

Facilitated discussion to gather the challenges, demands and benefits of holding responsibility for safety within a culture striving for interdependence.

Clarifying roles and Expectations

An opportunity to gather the perceived challenges, both collective and individual for reference later in the programme. Creation of a delegate led 'Safety Coach Charter' to cement commitment.

Introduction to Coaching

The Four C's of Coaching and the benefits of creating a solution based safety culture based on a coaching style.

Situational Leadership in relation to Safety Coaching

Exploration of the four styles and high impact exercises to recognise the need to flex your style according to the situation. Linking this back to dynamic safety interventions.

Psychology of Communication

Overview of the means and methods of communicating, focussing on listening and practising active listening techniques.

'Push' and 'Pull' Behaviours

Demonstration of and exercises around the consequences and effects of adopting 'Push' and 'Pull' behaviours in the context of safety coaching.

Rapport

Introduction to the power of creating and maintaining rapport within safety interventions.

The SEAT/GROW model

Exercises to introduce and master simple coaching techniques.

Day 2 – with actor facilitator

Positive Intervention

Recognising unsafe and safe behaviours and the drivers behind them. Provisional use of company case studies highlighting incident, consequence and cost.

Rapport in Honest Conversations

Practising the skill of maintaining rapport during safety interventions. Actor facilitator led session.

Health and Safety at Work Act

Aligning legislation to specific company policies and procedures and answering the question, 'How do we ensure compliance through empowered commitment?' – 'Pull' behaviours.

Company Health and Safety Policy

Ensuring confidence with the detail and developing the ability to act as an ambassador for the company via solution-focused conversations.

*Realplay Clinic

Delegate-generated scenarios are explored via an actor facilitator in order to put the skills 'to the test'. Participants leave the programme having already felt what it's like to 'do it right'. Please see further explanation below.

Assertiveness

The skills required to effectively handled bold safety conversations via the 5 Step Assertiveness model.

Advanced Coaching Techniques

Stretching the coach's skills with potential exploration of Heron's Six Categories of Intervention.

***Our experience proves that the opportunity to experience 'doing it right' increases individuals' ability to sustain a positive approach back at work. Using an actor facilitator who specialises in behavioural safety allows your coaches to feel the mistakes and potential frustrations that they may encounter, but in a supportive environment that encourages self-reflection and accelerates learning.**

Why not get in touch and start the conversation?

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