

# Case Study: XERVON Palmers

## Empowering Safety Behaviours

### Programme aims

In 2012, XERVON Palmers witnessed our work when attending a supplier's conference. Having already invested in European based Safety Consultancy they felt they were not in a position to engage us regarding developing a programme with them. After discussions it was felt by the XERVON leadership team that our approach and ability to increase worker engagement warranted a re-evaluation of where they needed to focus their efforts.

Building upon the existing and wide reaching diagnostic data XERVON had collected, Keystone were able to design and deliver a bespoke behavioural Safety Programme - 'Safety Conversations' - that dealt with the urgent issues as identified by both the data and Keystone's own on-site observations and focus groups.

Keystone were conscious of building on the existing behavioural safety interventions and saw fit to include bespoke theatre based activities, exercises and scenes throughout the programme. Using specialist trainers and actor facilitators, skilled in providing the very best behavioural safety coaching, Keystone were able to create two separate sessions – one for Operatives and one for Management.

The Operative sessions lasted for three and a half hours and saw the delegates view, interview and re-direct XERVON Palmers' characters (actors) in order to improve their behaviours. This was then followed by an intensive session on Assertive behaviours and further actor facilitator exercises that challenged delegates to demonstrate both their values and skill within a work based scenario.

The management sessions lasted an entire day and all managers were instructed to complete Pre Course Questionnaire and a DiSC profiling tool report in advance. The results of both exercises were then used to position the session as appropriately as possible for the specific delegates in attendance.

The objectives of this programme were for delegates to:

- Understand the impact of complacency at work.
- Realise their responsibility to themselves and others at work
- Gain and practice the required skill to make engage in both safety conversations and safety challenges
- Increase awareness of their habitual approach to conflict and challenge
- Appreciate the need to demonstrate the company values through behaviour rather than 'lip service'.

## Steps Involved

