

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

required.

Development day Keystone's One day's The final stage In recognition of One Four **Next Steps** Three where our Learning and rehearsal saw the saw the both the Step Step . consultant spent Development actor facilitators effectiveness of eb Step time with a cross Consultant then perfect the this programme ぢ section of workers spent a number of themselves. and the continued at the client's site days designing the ready for the need to engage Two the workforce, holding focus courses and session delivery leadership groups and one on scripting the whilst also sessions were Keystone are now theatre materials allowing for in interspersed working with depth preparation **XERVON Palmers** before sending to with Accompanied by **XERVON Palmers** to be carried out. numerous to create a the existing for feedback, Much our agreed operative's bespoke film approach with editing and then workshops information on training package. the safety culture, sign off. **XERVON Palmers** across the UK. This will produce a and having relies upon expert number of filmed conducted an improvisational excerpts following extended site visit one of the skills as delegates (which allowed are invited to offer characters seen in the consultant to real life scenarios the original interact with to be reinacted on programme. An the day by the workers as and accompanying actor facilitators. trainer's manual when appropriate) Keystone were Whilst this and trein the delivers then able to will equip XERVON reflect with accelerated **XERVON Palmers'** learning in the Palmers sessions - allowing project lead on emplouyees to for delegates to utilise the filmed the observed perceptions and make essential material via behaviours. This links to their toolbox talks and discussion led to reality, it required run this stage the actors to have internally. agreement on the most vital use of researched and the allotted time been briefed and how we could extensively so that achieve the they can portray the behaviours -

and the wider culture shaping those behaviours – with integrity.