

Safety Performance Solutions 2010 People Based Safety Conference Agenda

Tuesday, June 29

7:30 – 8:30am **Conference Registration and Continental Breakfast** [Classroom of Dome]

8:30 – 8:45am **Opening Remarks: Josh Williams, Safety Performance**

8:45 – 10:15am **Keynote Address: Dr. E. Scott Geller, SPS** [Dome]

When No One's Watching: The Psychology of Self-Motivation

Creating an environment where people are valued is essential to growing and sustaining a thriving safety culture. Our ability to build relationships is at the core of personal and organizational transformation. A small shift by just one person, either myself or yourself, in any situation can make a big difference in the outcome for a long time. This session explores a variety of approaches to help safety change agents be more effective at increasing safe work practices on and off the job.
(Moderator: Josh Williams, SPS)

10:15 – 10:45am **Break and Refreshments** [Classroom of Dome]

10:45 – 12:00pm **Keynote Address: Dan Miller** [Dome]

One Degree Makes all the Difference: The Power of Responsibility to Transform your Work and Workplace.

Dan Miller is an experienced, dynamic speaker whose innovative strategies for creating a safety-always culture will help you and your team:

- Participate in intentional discussions that focus on truth-telling and active listening
- Identify and develop specific actions to clean up the glitches and rattles that keep groups unproductive
- Illustrate and sign off on a future vision free of energy drains and creativity drains
- Develop "request lists" to support the shifts needed to achieve the team vision

(Moderator: Josh Williams, SPS)

12:00 – 1:00pm **Lunch** [Classroom of Dome]

1:00 – 2:00pm **Concurrent Sessions**

A: Advanced Communication Skills [Leelanau Room]

Josh Williams of SPS will discuss ways to optimize communication skills, including a discussion of the Sheriff, Diplomat, and Investigator styles. Guidelines for improving corrective feedback and praise for safety will also be provided. Information about empathic communication, body language, and electronic communication will also be provided.

B: Safety Culture Assessment [Torch Room]

Anne French of SPS will discuss various types of safety culture assessment tools and how they can be used to improve safety culture and prevent injuries.

C: Client Case Study [Courtyard Room]

Representatives from Client Company will share successes and obstacles with their BBS implementation.

(Moderator: Steve Roberts, SPS)

D: Dan Miller [Minervas Boardroom]

Leading Change and Transition

People struggle with change because frequently there is little or no attention given to the emotional and psychological impacts associated with change events. This session provides strategies to manage the physical components of change and at the same time support individuals, groups, and entire organizations as the move through the transition process. Specific topics include:

- Gain tools to successfully navigate change
- Learn the three phases of transition
- Develop a specific change and transition management plan tailored to your needs.

2:00 – 2:45pm **Presentation by Sponsor** [Classroom of Dome]

2:45 – 3:15pm **Break and Refreshments** [Classroom of Dome]

3:15 – 4:45pm **Round Table: Increasing Participation** [Dome]

In this session, participants will sit with others from different companies and discuss ways to increase employee engagement in these areas: Environmental Audits, Behavior Observation and Feedback, Incident Analyses, and Safety Committees. Other areas to increase employee engagement may also be discussed. Separate tables will be established for groups not doing Behavior Observation and Feedback. The last 30 minutes of this session will be a report out of responses from each group.
(Moderator: Anne French, SPS)

4:45 – 5:45pm **Reception/Geller Book Signing** [Top of the Park]

A selection of complimentary beers and wines will be available along with a variety of specially prepared finger foods for your enjoyment. Dr. Geller will also be doing a book signing for his most recent book, "When No One's Watching: Living and Leading Self-Motivation."

Wednesday, June 30

7:30 – 8:30am **Continental Breakfast** [Classroom of Dome]

8:30 – 10:00am **Invited Address: Dr. Tim Ludwig** [Dome]

All I Know About Safety I Learned From My Kids

"Out of the mouths of babes has thou obtained strength that thou mightiest still the enemy" -- Psalm 8: 1-2

"Kids say the Darnedest Things" -- Bill Cosby, 1998 TV Show; Art Linkletter, 1957 Book illustrated by Charles Schultz.

"Pretty much all the honest truth telling in the world is done by children" ~Oliver Wendell

"You got kids? You know Safety" -- Ludwig, SPS Users Conference, 2010

(Moderator: Scott Geller)

10:00 – 10:30am **Break and Refreshments** [Classroom of Dome]

10:30 – 12:00pm **Invited Address:**

Speaker will provide information about improving safety systems based on considerable experience. The presentation will illustrate how management must create an environment where workers can make good decisions by:

- Recognizing the role of the individual and human fallibility in human performance
- Identifying how organizational systems influence human behavior
- Embracing the role of the leader to manage organizational systems and positively influence human behavior

(Moderator: Josh Williams, SPS)

12:00 – 1:00pm **Lunch** [Classroom of Dome]

1:00 – 2:00pm **Concurrent Sessions**

A. Intro to People Based Safety [Leelanau Room]

Steve Roberts of SPS will provide general information about the principles of behavior-based psychology, principles of person-based psychology, why people perform at risk behavior, and the basic components of a behavioral observation and feedback process.

B: Client Case Study [Torch Room]

Client will present information about strategies that worked and didn't work with their Behavior Based Safety (BBS) implementation. Keys to success, including leadership skills necessary for their BBS process, will be detailed.
(Moderator: Anne French, SPS)

C: Client Case Study [Courtyard Room]

Client will discuss lessons learned from nearly 10 years of BBS implementation.
(Moderator: Josh Williams, SPS)

D: Leading Safety Culture Change [Minervas Boardroom]

Tim Ludwig of SPS will discuss ways to think across all the "fronts" and develop a plan that engages both employees and management in a sustainable strategy. This workshop will provide instruction on how to think about safety strategically.

2:00 – 2:45pm **Presentation by Sponsor** [Classroom of Dome]

2:45 – 3:15pm **Break and Refreshments** [Classroom of Dome]

3:15 – 4:45pm **General Session Round Table** [Dome]

Participants are encouraged to sit with others from different companies and share general information about their safety effort improvements, challenges, recommendations etc. Each table should select a facilitator and choose their own topic for discussion. Select tables will be designated to discuss the facilitator's role in managing BBS.

(Moderator: Josh Williams, SPS)

4:45 – 5:00pm **New From SPS** [Dome]

(Moderator: Josh Williams, SPS)

Thursday, July 1

7:30 – 8:30am **Continental Breakfast** [Classroom of Dome]

8:30 – 9:30am **Conference Takeaways** [Dome]

This interactive session, led by Dr. Scott Geller, will give participants an opportunity to discuss conference takeaways and share safety improvement ideas to bring back to their facilities.

9:30 – 10:00am **Break and Refreshments** [Classroom of Dome]

10:00 – 11:00am **Ask Dr. G Continued** [Dome]

This session will feature an open Q and A session with Dr. Scott Geller.