

# Safety Training and Promotion

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Lessons from Aviation and Beyond



We do Safety for Humans™



# Why We're Here

- Understand effective Safety Promotion
- Learn from outside aviation
- Look beyond SMS
- Ensure results

# Where SMS Lives



Nuclear

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Oil & Gas

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Healthcare

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Public Utilities

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# Holistic Approach

To Training and Communication

## Build

- Involving Stakeholders
- Leadership

## Strengthen

- Learning Teams
- Culture and Psychological Safety
- Non-Technical Skills

## Evaluate

- Safety Performance Measurement
- SMS Evaluation



# Stakeholder Engagement



- Safety Promotion is an opportunity to:
  - Meet stakeholders on neutral ground
  - Collaborate
  - Involve regulators, community, and competitors
  - Tell your organization's story



**Build purpose**

# Leadership

- Tools for:
  - High-performing Teams
  - Improved Communication
  - Increased Engagement
  - Unraveling Complexity
- Accountability support
- Building Culture



# Learning Teams



How > Why > Who

- Discussions about failure or *near failure*
- Seek context to understand *how*
- Bad Outcome  $\neq$  Bad Person

# Culture & Psychological Safety

- Culture provides context for action – good or bad
- Learn together about potential blind spots through
- Build capacity in teams for building psychological safety and openness





# Non-Technical Skills



## N TS/ Human Factors skills:

- Account for most success – or failure – in an organization
- Are learnable skills
- Are generally not trained

## Simulation for:

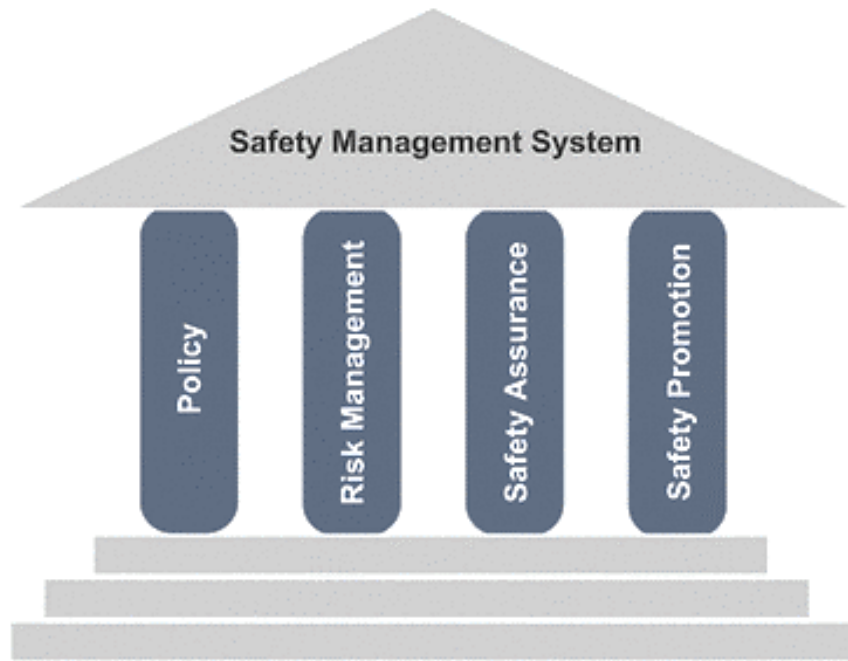
- High-performance teamwork
- Effective communication/ debriefs
- Self-reflection

# Safety Performance Measures

- Training provides tools for senior and functional leaders to understand safety ROI
- Safety Performance Questions
- Understanding balance supports safety as *more than not failing*



# SMS Evaluation & Evolution



- SMS isn't another exercise in compliance – airports have plenty of that

Performance  
→  
Compliance

## What Now?

- Safety promotion is more than posters & newsletters
- Work backward from front line to design training
- Look to other industries for innovation





MAGPIE  
human safety systems

