

MINDSET SHIFTER

Learning from Normal Work Training

Find out WHERE and HOW your next accident can happen



DR MARCIN
NAZARUK
PSYCHOLOGY APPLIED

OVERVIEW

The “mindset shifter” course on Learning from Normal Work provides an introduction to the concepts, skills, and tools you need to make it happen in your organisation.

BENEFITS

- Learn how to find precursors of your next surprise accident
- Overcome the “hiding game” and find out what people are not telling you about what’s really going on
- See examples of how “Learning From Normal Work” reduced risk, saved money, and improved efficiency
- Find out why people are breaking rules

AUDIENCE

This introductory course designed **for safety and operations leaders** will help you to begin your transformation journey from reactive learning, to going beyond zero and on the path to improving safety and efficiency by leveraging modern industrial psychology combined with tested industry practices.

CONTENT

-  1. What is performance variability and how it affects safety
-  2. Why people don't follow the rules and use workarounds
-  3. How to use the gap between plans and reality to find your next wave of improvements
-  4. How dependencies between teams and departments set people up for failure / success
-  5. How your beliefs about safety determine what you can see
-  6. How holding people accountable can lead to more incidents – an introduction to modern just culture, restoring relationships, and recovering trust
-  7. Do your questions shut people down – simple but powerful questioning techniques
-  8. How to change leadership conversations with a new focus on what makes the work difficult
-  9. How to conduct a Walk-Through / Talk-through
-  10. How to conduct a learning team
-  11. How to implement it at scale to transform your company's culture

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Called the “game-changer in accident prevention”, the Learning from Normal Work training is aligned with the industry guidance from various industries while providing a practical, step-by-step implementation process.

TIME & WHAT TO EXPECT

This is a one-day long training.

To ensure enjoyable and engaging experience we provide you with:

- Energising group activities
- Case studies
- Take away materials such as templates and checklist to apply straight away
- Post course networking opportunities to learn from others

TESTIMONIALS



For the first time in a long time, I could see a new angle to explore that might just be the key to unlocking some further HSE improvement.

Alistair Cameron
SVP QHSE, ALTUS Intervention



The course was just amazing! We are now developing the learning from normal work program, and everything has been based on this training course.

Maria del Pilar Aragon Farkas
Professional Senior HSE,
Ecopetrol



DR MARCIN NAZARUK – PSYCHOLOGY APPLIED



Dr Marcin Nazaruk has been at the forefront of the practical application of human factors and human performance. As a Chartered Psychologist and safety professional, he combines multiple perspectives that allowed him to write multiple industry guidance documents, toolkits for practitioners, new competency frameworks for safety professionals, and scientific papers. His work has attracted many industry awards with the most recent being the 2022 SPE International HSE Award for outstanding contributions to the field. While serving as a global leader for HP programs at BP and Baker Hughes he was the only person leading the four most prestigious industry working groups under SPE, IOGP, Step Change in Safety and HPOG.

Dr Marcin Nazaruk has developed the training content based on experiences of training thousands of industry leaders, hundreds of facilitators, and thousands of hours spent in the front-line learning from people doing the normal work.

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AGENDA

Time	Topic
9.30-9.45	Welcome and Introductions.
9.45-10.00	What is performance variability and how it affects safety?
10.00-10.45	Why people don't follow the rules and use workarounds/adaptations?
10.45-11.00	Coffee Break
11.00-11.30	How to use the gap between plans and reality to find your next wave of improvements?
11.30-12.00	How your beliefs about safety determine what you can see?
12.00-12.45	Lunch
12.45-14.00	How holding people accountable can lead to more incidents – an introduction to the modern just culture, restoring relationships, and recovering trust.
14.00-14.30	Do your questions shut people down? Simple but powerful questioning techniques.
14.30-14.45	Coffee Break
14.45-15.00	How to change leadership conversations with a new focus on what makes the work difficult?
15.00-15.30	How to conduct a Walk-Through / Talk-Through.
15.30-16.30	How to conduct a learning team.