The 4th HSE Behaviour Standard Conference

In June 2014, in conjunction with The Keil Centre, GSK hosted the 4th HSE Behaviour Standard User Conference at their head office in Brentford. The conference was well attended with over 60 delegates representing 15 international companies.

Over 40 companies have adopted and developed a research-based framework of HSE behaviours as the bedrock of their approach toward improving safety culture.

Although all the companies attending share the same overarching framework, the individual behaviours that are described in each of the 4 themes (Standards, Communication, Risk Management & Involvement) are unique to each company. In addition, each company utilises the behaviours in the framework in a different way, developing their own tools, methods and approaches.

The conference was established in 2008 to create the opportunity for companies to network and share their unique approach to developing safety culture using the HSE Behaviour Standard. Since then, there has been a conference run every two years which is supported by an extranet for uploading best practice tools, articles and discussions.

As well as providing details on how they have implemented the HSE Behaviour Standard many of the companies were able to provide feedback on the positive impact that their endeavours have had on ratings of safety behaviours, incident rates and near-misses.

Overall, a most enjoyable conference for us to run – look forward to doing it all again in 2016!

For more information on the HSE Behaviour Standard approach contact Johnny@keilcentre.co.uk or Richard@keilcentre.co.uk

Some positive feedback from attending delegates:

- “Well planned, organised and thought through event. Good use of practitioners.”
- “A great balance between participation, presentation and networking opportunities.”
- “The event was very thought provoking due to the diversity of all the organisations and their approaches.”
- “The 2 days were very thought provoking and a great way to understand some of the issues/ best practice areas prior to commencing our own behavioural safety journey”
- “Inspiring conference.”
Meerkat's Burrow
New ways of using a Safety Behaviour Standard

I’m very pleased with the feedback that we got from this, our fourth User Conference. As always, the success of this event is largely down to the effort put in by those who give up their time to come and present on their achievements using their framework over the preceding two years. There was a fabulous range a presentations and workshops which led to excellent sharing of lessons and ideas, so thanks from Johnny and myself to all of you for being so generous with your time and experience! A special thanks to GlaxoSmithKline for a superb job arranging the venue and conference dinner, and to our colleagues at The Keil Centre who provided their assistance at the event.

Richard Scaife, The Keil Centre

Great conference all round.

Acting out Safety

Another activity involved our acting partners Source Business Actors leading a highly interactive session on speaking up behaviours. Adam and Maggie from Source acted out a safety-critical conversation based on real events that had gone badly wrong. They invited the audience to explore & suggest how the conversation could be improved and improvised the results. This was supplemented by information on how social threats, if not managed carefully, have a significant impact on how people react to those conversations. The result was a highly participative & useful session.

Some of the comments received from attending delegates:
• “This is a very creative and innovative way of reinforcing the right safety behaviours.”
• “Excellent approach, mirror effect, good learning approach for everyone to speak up, to interview”.

“The interactive session with SBA brought a new dimension to analysing behaviours, much more realistic and easier to relate to than standard video or training presentations.”

Great conference all round.

IChemE
HSE Culture Framework User Conference
Perth, 22 and 23 October 2014

Human Factors Analysis Tools (HFAT®) course, in partnership with IChemE
Melbourne, 28−29 October 2014

Modular courses on Human Factors in Health and Safety, in partnership with IChemE
Perth and Brisbane, Throughout 2014 and 2015

See www.icheme.org/humanfactors

Update from Australia

It’s a year since we set up our business in Australia, so here’s an update on progress. We have a strong team with three senior staff based around Australia – Ronny Lardner in Perth, Kirsty McCulloch in Adelaide and Emily Novatsis in Melbourne. Our projects are spread across Australia and New Zealand, and include safety culture & leadership development, ergonomic design of procedures, human factors analysis of incidents and implementation of fatigue management systems. Our industry clients are from the onshore and offshore oil and gas, petrochemicals, mining, transportation and construction sectors.

The Keil Centre organised the conference programme and led a couple of interactive activities to keep the energy levels high. One of the activities was called ‘Meerkats Burrow’. This activity was the safety equivalent of the BBC 2 program Dragon’s Den (replaced by ‘Meerkats’ in honour of the way they work as a team to protect each other from danger) where delegades had to work in groups to devise novel ways of using the HSE behaviour standard to improve safety. There were a number of interesting concepts developed ranging from high-tech safety glasses (yet to be invented) to card & dice games which can be used to teach children about safety.

Great conference all round.

Ergonomics Essentials
5-Day Course for Health & Safety Professionals
26th - 30th January 2015, Edinburgh

Introduction to ergonomics principles
Skills and techniques for practical application
Enables entry for the British Occupational Hygiene Society (BOHS) Module Examination
(M203/W506)£1000 + VAT plus £88 + VAT (optional exam fee)

Further information:
Anna McMillan
18 Atholl Crescent, Edinburgh, EH3 8HQ
Tel: (0131) 229 6140
email: KeilCentre.co.uk

IChemE
Registered Consultancy

30 years of applying psychology for business success
The Keil Centre welcomes back Chiara – now Dr Chiara Amati – after an extended maternity leave during which time she completed her doctorate at Edinburgh Napier University. Chiara’s research explored the management of emotion in organisations and the managers’ role in regulating their own and their team’s emotional state and wellbeing. Chiara joins Ken Gray and Johnny Mitchell in developing and delivering The Keil Centre’s psychological wellbeing services.

One of the projects that has been keeping us all busy over the summer is the delivery of our Steps to Resilience programmes - our flexible package of training and coaching resources to improve personal resilience. Against a backdrop of a steady, though slow, economic recovery in the UK and beyond, the ability to build resilient organisations and support individual wellbeing and performance is high on everyone’s agenda. Our programmes offer individuals a chance to reflect openly and honestly on their current situation, assess their specific circumstances and needs and help them to take the steps they need to build positive resilient habits into their day-to-day life. For organisations, the flexible suite of resources allows the development of a tailored package that reflects the actual challenges people face and their likely needs. For more information, see the attached flyer and contact Chiara at Chiara@keilcentre.co.uk.

The Keil Centre's Principal Consultants

Chiara Amati  
Occupational Psychologist

Louise Clarkson  
Founder & Occupational Psychologist

Janette Edmonds  
Director & Registered Consultant Ergonomist

Jenny Foley  
Clinical Service Manager, Counselling Psychologist

Ken Gray  
Director & Occupational Psychologist

Johnny Mitchell  
Consultant, Occupational Psychologist

Richard Scaife  
Director & Occupational Psychologist and Registered Ergonomist

Elaine Skilling  
Registered Consultant Ergonomist

John Wilkinson  
Human Factors Consultant

The Keil Centre's Expertise

Safe People:
- Safety culture
- Ergonomics; human error
- Behavioural safety

Capable People:
- Coaching: Leadership development
- Organisation development
- Assessment and talent management

Healthy People:
- Psychological wellbeing at work
- Stress prevention and assessment
- Counselling/clinical service

If you would like further information about The Keil Centre’s services contact:

The Keil Centre  
18 Atholl Crescent, Edinburgh, EH3 8HQ, UK

Tel: +44 (0) 131 229 6140  
Fax: +44 (0) 131 221 9511  
E-mail: enquiries@keilcentre.co.uk

Visit our websites:  
www.keilcentre.co.uk  
www.stresstools.com

The Keil Centre Australia's Consultants

Ronny Lardner  
Founder & Occupational Psychologist

Kirsty McCulloch  
Principal Human Factors Advisor

Emily Novatsis  
Principal Human Factors Advisor, Registered Organisational Psychologist

The Keil Centre's Support Staff

Joanne Hellen  
Business Administration Manager

Jim Mathie  
Company Secretary

Bill Thislie  
Financial Controller

Back row: Anne McMillan, Louise Carruthers, Pamela Maclean, Clare Matheson

Front row: Claire Irvine, Amanda Maclean

Design by Evert Pieterse - evertpieterse@gmail.com