We are now providing quarterly updates of our latest news in an electronic format which replaces our bi-annual printed newsletter.

If you would like to receive our e-updates, please contact enquiries@keilcentre.co.uk

30 years of applying psychology for business success

The Keil Centre's expertise in talent management ensures companies can select the right people and help them develop to achieve their full potential in the job. Our psychologists deliver tailored programmes for individual and team development, with specific expertise in personal effectiveness, career management, resilience and leadership.

Example offering: Our psychology-based coaching assists in the development of genuine insight and understanding of behaviours at work, supporting longer-term behavioural change in areas such as leadership or interpersonal effectiveness.

For more information, please contact ken@keilcentre.co.uk

The Keil Centre delivers a comprehensive range of services to help assess, manage and promote wellbeing and engagement at work. Our tried and tested, evidence-based tools support the prevention of stress and the development of personal resilience, at either an individual, team or organisational level. Our clinical & counselling services also offer more focused assessment and support for personal wellbeing and psychological health.

Example offering: ‘Steps to Resilience’ our tailorabile programme of workshops and coaching to support the development of personal effectiveness and resilience in individuals and teams.

If you would like more details, please contact chiara@keilcentre.co.uk

The Keil Centre has extensive knowledge and expertise in the human and organisational factors which influence health and safety. We help companies improve their health & safety performance through people. Our Psychologists and Ergonomists provide a range of services to enhance safety culture and behaviour, and ensure products are designed with the user in mind.

Example offering: We have worked extensively with over 40 companies across the globe to assist in the development of tailored behaviour standards, helping improve safety performance of managers, supervisors and teams.

If you are interested, please contact: richard@keilcentre.co.uk

The Keil Centre is proud to announce its recent Investors In People (IIP) accreditation at Platinum level, the first company in Scotland to achieve the highest level of IIP accreditation. For more information, see the back page

IIP Platinum status - first in Scotland!

Capable

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Example offering: Our psychology-based coaching assists in the development of genuine insight and understanding of behaviours at work, supporting longer-term behavioural change in areas such as leadership or interpersonal effectiveness.

For more information, please contact ken@keilcentre.co.uk

Healthy

The Keil Centre delivers a comprehensive range of services to help assess, manage and promote wellbeing and engagement at work. Our tried and tested, evidence-based tools support the prevention of stress and the development of personal resilience, at either an individual, team or organisational level. Our clinical & counselling services also offer more focused assessment and support for personal wellbeing and psychological health.

Example offering: ‘Steps to Resilience’ our tailorabile programme of workshops and coaching to support the development of personal effectiveness and resilience in individuals and teams.

If you would like more details, please contact chiara@keilcentre.co.uk

Safe

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The Keil Centre has been providing award-winning, internationally recognised, expert consultancy under the ‘Human Factors’ heading for over two decades. Under the broad banner ‘safe’, our team focuses on assuring human performance by applying the disciplines of psychology, ergonomics and human factors. The range of products and services The Keil Centre offers span ‘job’, ‘organisation’ and ‘individual’ factors – as depicted by the graphic. Our multi-disciplinary team of Organisation and Clinical Psychologists, Ergonomists and Human Factors Specialists enables us to provide a unique combination of skills, capabilities and insight, providing innovative but evidence-based solutions to meet clients’ needs and improve safety through people. The ability of the team to deal with the breadth and depth of HF issues improves the success of specific interventions.

We are pleased to announce that Nicole Gray will join The Keil Centre on the 4th July as a principal Human Factors Advisor in Australia based in Brisbane. Nicole is a former Army cational and human factors specialist with the Australian Transport Safety Bureau. Nicole will be a great addition to our team and we look forward to formally welcoming her in July.

An EHS Behaviour Standard (EHS-BS) sets out the specific, critical behaviours required at each level of an organisation to achieve a strong safety culture and excellent safety performance. The EHS-BS approach has been researched and developed with over 40 companies worldwide over the last 10 years. Every company that has developed an EHS-BS has adopted the same research-based framework but has tailored the specific behaviours to suit their company culture. Once developed, the EHS-BS can be used to assess and develop safety culture; helps link existing health and safety programmes and activities to the key behaviours and can be integrated into management systems. Over the years companies have developed various tools & best practices that are linked to the key themes (Standard; Communication; Risk Management & Involvement) of the framework and shared ideas with each other at our biannual EHS-BS User Conference (The most recent one took place on the 14th & 15th June, 2016 in Edinburgh). The Keil Centre has recently developed a brochure that outlines its products and services that support the development of the EHS behaviours in each theme and at each level in the EHS-BS. For more details or to receive the brochure, please contact: johnny@keilcentre.co.uk

Our range of products and services continues to grow with developments within industry, in response to specific client needs and in alignment with the developing professional evidence-base. If you would like to understand more, please contact Janette Edmonds (janette@keilcentre.co.uk)

We designed a Behaviour Standard that can be used to improve safety through people. The ability of the team to deal with the breadth and depth of HF issues improves the success of specific interventions.

The book: • Provides comprehensive coverage of the key relevant human factors within this sector with succinct overviews of each topic; • Uses case studies and practical examples to illustrate topics and explains the material in a fully accessible, easy to understand style; • Is written by the full consultant team of eleven industry practitioners at the Keil Centre, drawing on the combined expertise of different human factors specialists.

The Keil Centre is pleased to announce that it has written a book on how to incorporate human factors considerations within the design and operation of chemical and processing plants. The book will be published by Elsevier in association with the Institution of Chemical Engineers (IChemE) and ready for purchase in Autumn 2016.

A new book on Human Factors by The Keil Centre’s expert team

The Keil Centre consultants have extensive experience assisting organisations with their procedures. As an example, our Australian consultants recently completed a large project for a multi-national petrochemicals manufacturer, which did the following:

• Defined ergonomic standards for the design of machinery and processes
• Developed a simple structure for categorising all business documents
• Developed a simple structure for categorising all business documents
• Provided training and support to the organization’s human factors team
• Helped the organisation to identify and manage the potential for human error at each task step
• Improved the success of specific interventions

Competencies have been the main player in town when it comes to behavioural organisation for the past few decades. However, many organisations find themselves with complex, and sometimes multiple, competency frameworks that are difficult to apply meaningfully. A Behaviour Standard, backed by both empirical and company specific research, provides a viable alternative that can yield tangible benefits to the organisation by way of quality, integrity, health, safety and employee engagement.

The book: • Provides comprehensive coverage of the key relevant human factors within this sector with succinct overviews of each topic; • Uses case studies and practical examples to illustrate topics and explains the material in a fully accessible, easy to understand style; • Is written by the full consultant team of eleven industry practitioners at the Keil Centre, drawing on the combined expertise of different human factors specialists.

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The Keil Centre Values

Collaboration
- We work as a collective that includes partnering with our clients, to design and implement optimal solutions
- We encourage everyone, at all levels of the organisation, to personally contribute to delivering success.

People focus
- We use our knowledge and expertise to support people’s capability, health and safety
- We develop strong and productive relationships with our clients
- We support ongoing staff development and training that is aligned to business and personal need

Professional integrity
- We develop innovative, practical and evidence-based solutions that deliver the outcomes our clients need
- We are open, honest and responsible – identifying and addressing the real issues, offering reliable, independent and expert advice
- We promote and develop internal client competence and independence, wherever it is practicable to do so

IIP Platinum status - first in Scotland!
The Keil Centre was assessed as being “high-performing” across seven of the nine IIP framework indicators. We were particularly pleased that our recent work outlining our own internal values was recognised.

The Keil Centre Director, Ken Gray, said, “We are delighted to receive this top level accreditation from IIP. As a company who works with other organisations to support development of strong leaders, cultivate capability and sustain strong teams, the recognition from IIP that these characteristics are deeply engrained within our own company culture is extremely satisfying.”

Peter Russian, Chief Executive of Investors in People Scotland, said, “This is an outstanding achievement for The Keil Centre. The new Platinum award recognises organisations who have some of the best people practices in Scotland in place. If all organisations were adopting the same practices we could transform the Scottish economy and that’s a goal worth aiming for”.

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

The Keil Centre's Principal Consultants
- Janette Edmonds, Director & Registered Consultant Ergonomist
- Ken Gray, Director & Occupational Psychologist
- Richard Scaife, Director & Occupational Psychologist & Registered Ergonomist
- Ronny Lardner, Founder & Occupational Psychologist
- Kirsty McCulloch, Principal Human Factors Advisor

The Keil Centre’s Support Staff
- Joanne Hellen, Business Administration Manager
- Bill Thistle, Finance Controller

Top: Angela Jeremic, Amy Milton
Middle: Clare Matheson, Lesley Gardner, Pamela Maclean
Bottom: Claire Irvine, Amanda Maclean

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

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