# SAFETY IN ACTION 2016 CONFERENCE

## TABLE OF CONTENTS

- Conference Schedule of Events ................................................. 3
- Pre-Conference Development Seminars ................................. 4
- Conference Welcome and Keynote Speaker ................................. 4
- Best Practices Showcase and Reception ..................................... 5
- How to Choose Your Focus and Find the Breakout Sessions You Need .............................................. 6
- Breakout Sessions Matrix .......................................................... 7-11
- Breakout Session Descriptions .................................................. 12-29
- Safety In Action 2016 Steering Committee and Sponsors .......................... 30
- On-Site Safety and Emergency Information ................................. Back cover

## SCHEDULE OF EVENTS APRIL 6-9

### WEDNESDAY

**PRE-CONFERENCE**

- **Check-in for Pre-Conference Development Seminars** 6:30-8:00AM

**One-Day Pre-Conference Seminars on Wednesday or Thursday run 8:00AM-2:30PM**

**Orientation for New Attendees** 9:30-11:00AM

- **Magnolia Ballroom**

**90-Minute Session 1**

8:00-9:30AM

**Magnolia Ballroom**

### THURSDAY

**PRE-CONFERENCE**

- **Check-in for Pre-Conference Development Seminars** 6:30-8:00AM

**Orientation for New Attendees** 9:30-11:00AM

- **Magnolia Ballroom**

**90-Minute Session 2**

10:00-11:30AM

**Magnolia Ballroom**

**Complimentary Lunch**

11:30AM-1:00PM

**Magnolia Ballroom**

**90-Minute Session 3**

3:00-4:30PM

**Ryman Exhibit Hall C**

### FRIDAY

**PRE-CONFERENCE**

- **Complimentary Breakfast** 7:00-8:00AM

**Conference Welcome and Keynote Speaker** 8:00-9:30AM

**Delta Ballroom**

**90-Minute Session 4**

1:00-2:30PM

**Magnolia Ballroom**

**Complimentary Breakfast** 7:00-8:00AM

**Delta Ballroom**

**90-Minute Session 5**

10:00-11:30AM

**Delta Ballroom**

### SATURDAY

**Break 9:30-10:00AM**

**90-Minute Session 1**

10:00-11:30AM

**Delta Ballroom**

**Break 2:30-3:00PM**

**90-Minute Session 3**

3:00-4:30PM

**Delta Ballroom**

**90-Minute Session 2**

1:00-2:30PM

**Magnolia Ballroom**

**90-Minute Session 4**

8:00-9:30AM

**Delta Ballroom**

## Conference Schedule of Events

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## PRE-CONFERENCE DEVELOPMENT SEMINARS
**INCLUDES CONTINENTAL BREAKFAST AND LUNCH**

### 2-DAY PRE-CONFERENCE SEMINARS / WEDNESDAY & THURSDAY, APRIL 6 & 7

<table>
<thead>
<tr>
<th>OPEN TO ALL ATTENDEES</th>
<th>BAPP®-LICENSED ATTENDEES ONLY</th>
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<tbody>
<tr>
<td><strong>Interpersonal and Leadership Skills for Supervisors</strong></td>
<td><strong>BAPP® Technology Fundamentals for Steering Committee Members</strong></td>
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<tr>
<td><strong>Interpersonal and Leadership Skills for Supervisors</strong></td>
<td><strong>BAPP® Essentials for Established Processes</strong></td>
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<td><strong>Advanced Facilitator Skills</strong></td>
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### 1-DAY PRE-CONFERENCE SEMINARS / WEDNESDAY, APRIL 6

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<tr>
<td><strong>Decision Making and Effective Meetings</strong></td>
<td><strong>Making Data Meaningful: Principles and Practices for Effective Visual Presentation</strong></td>
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<tr>
<td><strong>Leadership Behaviors That Shape and Strengthen Your Culture</strong></td>
<td><strong>Strategic Communications: How to Inform, Motivate, and Engage Your Organization in the Safety Process</strong></td>
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<td><strong>Rincon Software—Overview</strong></td>
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### 1-DAY PRE-CONFERENCE SEMINARS / THURSDAY, APRIL 7

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<tr>
<td><strong>Coaching for World Class Safety Performance</strong></td>
<td><strong>Safety Analytics and Metrics: The Insight Via™ Safety Management System and Mobile Application</strong></td>
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<tr>
<td><strong>Leadership Behaviors That Shape and Strengthen Your Culture</strong></td>
<td><strong>Applying Problem Solving Tools</strong></td>
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<td><strong>Motivating BAPP Observers</strong></td>
<td><strong>Sharing the Fun: Steering Committee Roles that Build on Success</strong></td>
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**BAPP®-LICENSED ATTENDEES ONLY**

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<th>Advanced Interaction Skills—Making Feedback More Meaningful and Memorable</th>
<th>Applying Problem Solving Tools</th>
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## BEST PRACTICES SHOWCASE
**THURSDAY, APRIL 7 • 3:00 – 6:00PM**

The conference kicks off with the high-energy Best Practices Showcase. In this dynamic exhibition of approximately 100 booths, displaying safety results and process successes from around the world, you'll have the opportunity to network with others, share best practices, and be a part of the global safety community present. Meet with veteran facilitators or newcomers, steering team members, management sponsors, and senior leaders at this once-a-year event!

At 4:00PM the conference reception opens, with refreshments served at various stations in the Showcase area as you continue to network.

### Exhibitors:
- 3M Decatur
- Advanced Composites
- Akzo Nobel
- Akzonobel
- BASF
- Big Ear Inc
- Boral Material Technologies
- Bunge
- Clearwater Paper
- ComEd Chicago, IL
- DEKRA Insight
- DEKRA Inspection Station
- DEKRA North America
- Diamond Crystal Brands
- E&J Gallo Winery, Ca
- Exelon Corporation—Ginna Nuclear Power Plant
- Exelon/Calvert Cliffs Nuclear Power Plant
- Fall Protection Systems
- HealthPostures
- Humber Refinery England (Phillip 66)
- Huntsman
- ISP/ Ashland
- Johns Manville
- Lyondell Basell
- Marathon Michigan Refining Division
- National Safety Council
- New Jersey American Water
- PG&E
- Phillips66
- RINCON
- *Safety In Motion
- Shell Chemical
- Tenneco Automotive
- Thompson Creek Metal
- Viavi Solutions
- Western Refining Company

## 2016 Conference Sponsors

### Conference Welcome and Keynote Speaker
**FRIDAY, APRIL 8, 8:00-9:30AM - DELTA BALLROOM**

**KEYNOTE SPEAKER**
Steve Gilliland, CSP, CPAE

A member of the Speaker Hall of Fame, Steve Gilliland is one of the most in-demand and top-rated speakers in the world. Recognized as a master storyteller and brilliant comedian, he can be heard daily on SiriusXM Radio’s Laugh USA. With an appeal that transcends barriers of age, culture, and occupation—plus an interactive and entertaining style—he shows audiences how to open doors to success in their careers, their relationships and their lives. Presenting to over 250,000 people a year, more than two million have now heard him speak, with audiences encompassing nearly three dozen industries. Steve has the distinction of speaking in all 50 states and in 15 countries. As one newspaper stated, “Steve is what happens when the humor of a stand-up comic collides with the inspiration of a motivational speaker.”
90-MINUTE BREAKOUT SESSIONS
FRIDAY - SATURDAY, APRIL 8-9

Use the matrix of breakout sessions on pages 9-13 to identify the right topics for you and your team.

FIND THE SESSIONS YOU NEED:
SEE DETAILED DESCRIPTIONS OF BREAKOUT SESSIONS ON PAGES 12-31

The conference track tells you the family of topics that this session falls under. Tracks are a quick way to find the group of sessions you need.

The session titles are listed in alphabetical order under their track.

The session information tells you the session room and the name and company of the presenter.

The session description tells you what the breakout session is about and what you can expect to learn.

The focus key tells you which breakout session is for you.

FRONT-LINE PERSONNEL
Make work safer and build a better team with sessions on safety fundamentals, team dynamics, and safety process improvement.

SITE MANAGEMENT
Strengthen your ability to reduce exposure with sessions on leading safety, motivating employees, and creating results.

SAFETY PROFESSIONALS
Enhance your position as an adviser and change agent through sessions on culture, emerging technology, and new applications.

SENIOR EXECUTIVES
Drive safety strategy and results with sessions on leadership and change.

Advancing Behavior-Based Safety
Bring Us Your Toughest BAPP® Questions: An Open Discussion With Larry & Stan
CHEEKWOOD G
Stan Owens & Larry Russell, DEKRA Insight
SIA conference attendees come with a strong desire to get answers to their BAPP® questions. In this session, two of DEKRA Insight's most experienced BAPP consultants will field your toughest questions with practical answers. With over 40 years of BAPP implementation experience between the two consultants attendees can expect to hear straightforward answers that are known to assist organizations in the successful implementations.

20 Years of BAPP—Mistakes You Don’t Have to Make
Developing an Observation Strategy
Feedback: Making it a Conversation NOT a Sermon
Increasing T’SoT Observation Quality through Coaching
Integrating a BBS Observation Strategy into Your HSE Plan for Maintenance Turnarounds & Outages
Let’s Kick It Up A Notch: Taking Observation Feedback to Another Level
Making it Work! Revitalizing a Mature Process
‘No Name, No Blame’: The Real Story
Observation Strategies for Utility Crews and Single Workers
Observer Coaching Strategy
Remedies for Steering Committee Meeting Burnout
Resistance in Natural: Understanding and Addressing Resistance to Change
Why Should I Be the Next Facilitator?

Blockbuster Sessions (open to all attendees)

Action Learning: Using Practical Scenarios to Improve Your Safety Leadership
Applying BAPP Principles to Incident Investigation
The Barrier Removal Function—Use It or Lose Your Process
Being a BAPP Management Sponsor—What You Should Know
Bring us Your Toughest BAPP® Questions: An open discussion with Larry & Stan
The Business of Being a Steering Committee
Calibration—A Tool for Improving Your Observation Consistency
Coaching and Calibrating Observers, with LIVE Field Practice
Communicating the Value of the BAPP System—Strategies Beyond the Dashboard

NEW

Integrating BBS into Maintenance Shutdowns and Projects
Increase and Sustain Observation Quality through Coaching
Influencing SC Members to Live Up to Their Responsibilities
Introducing BBS Observation Strategy into Your HSE Plan for Maintenance Turnarounds & Outages
Intercambio de Mejores Prácticas en Implementaciones BAPP
Let’s Kick It Up A Notch: Taking Observation Feedback to Another Level
Making it Work! Revitalizing a Mature Process
‘No Name, No Blame’: The Real Story
Observation Strategies for Utility Crews and Single Workers
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Resistance in Natural: Understanding and Addressing Resistance to Change
Why Should I Be the Next Facilitator?

NEW

SAFETY IN ACTION 2016
90-MINUTE SESSIONS

FRIDAY - SATURDAY, APRIL 8-9
10:00-11:30am
2:30-4:00pm
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NEW

No video taping or recording of sessions is allowed

NEW

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NEW

NEW
### SAFETY IN ACTION 2016

**90-MINUTE SESSIONS**

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**Enabling Supervisors & Managers (open to all attendees)**

- Accidentally Creating an Explosion at Work?
- Are Your Unintended Decision Making Biases Impacting Your Process Safety Outcomes?
- Defining Behavior: Your Key to Unlocking Outstanding Performance Every Day
- Driver Safety/Driving Rodeo’s
- Employee Health & Wellness: Making the Safety Connection
- Exposure Reduction Scenarios—Another Tool for the Toolbox
- From Injury to Risk to Exposure
- Implementing Incident Repeater Programs
- Kids Safety Squad the Path to a Zero Injury Workplace
- Problem Solving on the Spot: Combining ABC Analysis with Guidance Feedback
- Safe Engagement of Contractors: A Management System
- Soft Tissue Injury Prevention Risk Management for Supervision and Safety Leaders
- Spinal Conclusions: ‘The Complete Back Injury Prevention School’
- What Is the BAPP System? (For Non-BAPP Users)
- Workplace Fatigue and Effective Risk Mitigation Strategies - A Facilitated Discussion
- Workplace Fatigue Exposure: Factors, Effects, and Mitigation

### SAFETY IN ACTION 2016

**90-MINUTE SESSIONS**

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**Safety Leadership & Talent (open to all attendees)**

- Aligning Safety Talent with Safety Strategy
- Beyond the Generation Gap
- Can I Learn Transformational Leadership from the Military?
- Defining Behavior: Your Key to Unlocking Outstanding Performance Every Day
- El Poder de la Influencia en Liderazgo
- How Not to Shoot Yourself in the Foot (What Safety Leaders Do to Hurt Their Credibility)
- How To Build and Retain Credibility
- I Talk about Safety All the Time (But Does Anyone Really Hear Me?)
- Leadership Skills that Inspire and Motivate Others
- Leading with Safety While in the Midst of Making Companies More Efficient
- Managing Your Personal Brand as a Safety Leader
- Safety and Lean: Connecting Safety and Operational Improvement
- Safety Leadership Academy
- Safety Leadership: Pilot Studies to Improve Engagement
- The Shadow of a Leader: Aligning Leadership Across the Organization
- Transformational Leadership: Moving from Theory to Practice
- Your Personal Safety Vision—Developing It, Communicating It and Living It

**Safety Strategy & Change (open to all attendees)**

- 18 Months of Continuous Improvement: Making the Mind of Your DEKRA Insight Culture
- Asegurando el ‘Cambio’ hacia la Excelencia en Seguridad
- Common Barriers in Organizational Transformation Efforts
- Contractor Management Strategies in a Complex World
- Focusing Your Culture Change Efforts Where They Make the Greatest Impact
- Getting to Zero—Really?!?
- Igniting & Fanning the Flame of Passion in Volunteers
- Off the Job Safety
- Rewards and Recognition: What has Worked and What Has Not
- Safety Improvement Top Down—Bottom Up
- Using Resistance to Change as an Asset
### SAFETY IN ACTION 2016

#### 90-MINUTE SESSIONS

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#### Safety Technology & Data
- Beautiful Information: Best Practices for Visualizing Data
- Documenting Your Training Information: Keeping up on Keeping Safe
- Incident Reporting: Utilizing Technology to Track, Trend, and Eliminate Incidents
- Insight Vue™ Safety Management System and Mobile Applications Overview
- How Technology Trends Can Impact and Strengthen Workplace Safety
- Managing Your Audits with Technology in the Office and On-the-Go
- Report Library: Getting the Most Out of the Information You’re Tracking
- Rincon and Rincon Cloud to Support your Safety Process
- Rincon Cloud Reporting Features
- Rincon Software: Reports and Graphs
- SafetyDNA—Linking Your Safety Strategy to Measures for Success
- SafetyDNA: An Important Factor in Reducing Exposure in the Workplace
- Tools and Strategies to Measure High Performing Behavioral Processes
- Using Analytics to Minimize Bias and Luck: Cross Your Data, Not Your Fingers
- Visual Management of Monthly BBS Data

#### Serious Injuries & Fatalities (SIF)
- Addressing SIF Potential at Home
- The BAPP—SIF Discovery Process: Addressing High-Potential Risks and Exposure
- Challenging the Incident Investigation Paradigm
- Datos de Accidentes de la Investigación de Acidentés
- Distracted Driving and the Cell Phone Myth
- Implementing a Fatality Prevention Process
- New Questions for Leaders on Serious Injury and Fatality Prevention
- Preventing Fatalities in the Utilities Industry

#### Team Effectiveness & Engagement (open to all attendees)
- A 20-Minute Action Plan
- Adult Learning Principles to Improve Training Success
- Adult Learning Principles to Improve Training Success
- Brainstorming
- Building and Maintaining Successful Teams
- Communication: Creating a Strategy that Works
- Effective Meetings
- Handling Conflict Successfully
- How Can Technology Be Used to Enhance Safety Training?
- How to Make Your Feedback More Meaningful and Memorable
- How to Win Over CAVE People
- Icebreakers and Activities for Meeting and Training Effectiveness
- Influencing without Authority: Using Psychology to Impact Safety Commitments
- Is Your Training Meaningful and Memorable? Tips, Tricks, and Traps
- ‘Know What I Mean?’—Understanding the Intent of a Message
- The Shadow Knows: Creating Flexibility in Your Style
- Steering Committee Panel: Has Your Process Reached a Plateau of Performance Improvement
- Steering Committee Panel: The Best Practice Showcase: How to Make Your Booth Great
- Sustainability: Keeping your BAPP and SafeAlign change efforts alive beyond the first year
- There’s No Such Thing As Common Sense
- Using ABC Analysis to Improve Collaboration
- Welcome to the Safety in Action Conference: Orientation for New Attendees
- You Can Be a Dynamic Speaker—I Promise!

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No video taping or recording of sessions is allowed.
SESSION 1  FRIDAY, 10-11:30 AM

Blockbuster Sessions

Hold Your Goat: Strategies to Stay Positive When Negativity Surrounds You

TENNESSEE BALLROOM C

Steve Gilliland

Our fast-paced and stress-filled schedules open the gate to allow people and circumstances every opportunity to “get our goat.” Hide Your Goat puts into perspective how your daily life interacts with people of diverse backgrounds, opinions, and personalities. In this eye-opening session, Steve Gilliland shows how to avoid being robbed of the opportunity to perform at peak performance because of negativity.

Your Brain and Your Performance: Key Lessons on Human-Centered Hazards

MAGNOLIA BALLROOM

Susan Koon, Round The Clock Resources

What is about the human brain that can lead to inconsistencies in task performance? The latest research from brain scientists explains why we are all at risk for performance inconsistencies. This session presents a summary of that research and outlines what we can do to mitigate human performance inconsistencies and the associated injury and accident exposures they can cause.

Enabling Supervisors & Managers

Aplicación de Disciplina en Seguridad—¿Cómo lo haces por tu organización?

BELLE MEADE C/D

Kim Jones, DEKRA Insight

Cuando usted ha aplicado disciplina por infracciones de seguridad ¿esperaba lograrlo? ¿Obtuvo los resultados deseados? ¿Cuál fue el impacto en la organización (por ejemplo, ¿cómo se sintió la gente?) Si se pregunta cómo se debe hacer para el “Passport” de la disciplina, la clave es entender cómo establecer las políticas, estrategias, y controles de seguridad que funcionan.

Does Your Leadership Behavior Increase or Decrease Exposure?

RYMAN STUDIO C

Stan Owens, DEKRA Insight

Most leaders understand that their behavior influences people everyday. The question is, does the leader understand which way his or her leadership behavior influences others? It is in a positive way that decreases employee exposure and encourages safe behavior or is it just the opposite? In this session we examine leader’s influential behavior, how to measure leader influence (+/-), and how to improve these behaviors.

Managing Exposures & Risks

ABC Analysis Made Easy

RYMAN STUDIO Q/R

Rune Haug, DEKRA Insight

For some, ABC analysis does not seem as simple as 1-2-3, but rather intimidating from start to finish. This session demystifies the fundamental concepts behind the approach, and language behind this powerful tool for understanding the motivation of individuals to behave the way that they do.

Doer Safety/Driving Rodeos

HERMITE D

Leisa Hardin, Kyle Danisson, PG&E

PG&E has used a “Road Rodeo” in Field Meter Operations and Energy Supply to assist with addressing the exposure of MVI’s in high-traffic routes within the company. A Road Rodeo is a road course set up for employees to drive through with simulated changes to exposure. It checks and tests driver awareness and exposure identification. This session will be a panel discussion focusing on how this company has managed to address driving exposure and their results in reducing MVI’s for the company.

Feedback: Making it a Conversation NOT a Sermon

CHEEKWOOD C

Michael Hajaistron, DEKRA Insight

Across the leadership spectrum people share a common goal—zero injuries. But mining organizations often see a breakdown in safety focus when well-intentioned but busy leaders get caught up in the “frozen middle,” often turning a blind eye to exposures or inadvertently encourage risk-taking. This session presents a simple, concrete process for developing and leveraging the skills and activities supervisors need to be effective safety coaches.

Flotation/Floatation & the Five Question approach to problem solving to provide participants with new insights and best practices.

Influencing SC Members to Live Up to Their Responsibilities

HERMITE E

Gary Langham, DEKRA Insight

Do your steering committee members miss too many meetings? Or promise to do something and then fail to deliver? If your committee members are falling short on their obligations, this session offers you strategies to help improve accountability, responsibility, and performance.

Frontline Personnel

How Not to Shoot Yourself in the Foot (What Safety Leaders Do to Hurt Their Credibility)

BAYOU D

Josh Mrzowski, DEKRA Insight

Implementations frequently struggle because process leaders have intentionally or unintentionally acted in ways that create problems for themselves. In other words, we sometimes shoot ourselves in the foot! This session includes small-group activities for exploring a variety of actions that are more hurtful than helpful, and it offers discussion and presentation on how to prevent the hurt and how to “fix” the damage that may have been done when individual’s credibility, diffuse focus, fail to act, etc.

I Talk about Safety All the Time (But Does Anyone Really Hear Me?)

RYMAN BALLROOM E

Ted Akeng, DEKRA Insight

As a leader, you think you “talk about safety” frequently, but others have a different opinion. Or perhaps you’re not having the positive impact you intend to have. Why is this? This session examines the best practices and styles required for optimizing the effectiveness and impact of your safety communications. We will apply these lessons learned to several case scenarios.

Leadership Skills that Inspire and Motivate Others

BAYOU E

Patrick McCorry, DEKRA Insight

It is difficult to get people to shift paradigms about workplace exposure. This session outlines practical techniques, including coaching and skills development best practices, to stimulate and encourage new thinking. Attendees will also understand the benefits of using a transformational leadership style and key leadership best practices to inspire and motivate others.

Safety Leadership & Talent

18 Months of Continuous Improvement: Making the Most of Your DEKRA Insight Culture Assessment

BAYOU E

Rune Haug, DEKRA Insight

Assessment data drives the early stages of implementations, but often its message gets lost in history as the implementation progresses. This session helps you strategize ways to use the data from your initial assessment to improve safety and maximize the return on your investment. We explore how to assess cultural characteristics and discuss best-practices strategies for using and repurposing its results.

Frontline Personnel

Human-Centered Hazards

Steve Gilliland shows how to avoid being robbed of the opportunity to perform at peak performance because of negativity.

Soft Tissue Injury Prevention Risk Management for、SUPERVISORS & MANAGERS

Tony Jakiwa, Midwest Safety Consulting

Share the Safety evolution of Traditional Safety efforts up through behavioral processes. Show improvements of the last 30 years in work place incident rates. Discussion on why the improvement always will take more effort for small change of progress as we move forward in our Safety endeavors. We will discuss the expansion of the Safety Pyramid not in scope but in time, “Why does safety education start at age 18”.

RYMAN BALLROOM D

Rich Blaho & Andy DuBose, Safety in Motion

Do your supervisors, safety leaders, and observers know what the leading causes for common musculoskeletal injuries are? On average, 65-70% of work related injuries are classified as strains and sprains or musculoskeletal injuries. Common soft tissue injuries like back spasms, spinal disc herniation, tendinitis, and nerve entrapments are preventable. The key is identifying the risk factors that lead to these types of injuries and applying practical change. Change in the set up of tools and equipment, physical technique, and re-energizing the body throughout the day. This session will introduce a four step injury prevention process that can be integrated into your observation and feedback process to help drive the reduction of musculoskeletal injury rates.

Safety Strategy & Change
As a culture is transformed, so is its performance. To ensure a successful transformation, it is essential to consider both the bottom-up and top-down approaches. The bottom-up approach focuses on grassroots initiatives, involving employees in the process of change. This can be achieved through open communication, training, and engagement campaigns. On the other hand, the top-down supporting approach emphasizes leadership’s role in shaping the organization’s culture. Leadership must set the tone and provide the necessary support to ensure cultural change is not just compliance. We focus on a two-prong approach to changing organizational culture:

1. **Bottom-Up Approach**: Engaging employees in the process of change through training, communication, and incentives.
2. **Top-Down Support**: Leadership role in setting the vision and providing support.

Measurements that Matter: What Your Safety Data Should Be Telling You

This session will delve into the importance of data in safety management. It will explore how to interpret various types of data, such as incident rates, trends, and compliance metrics. Attendees will learn how to use safety data to identify areas for improvement, set goals, and measure the effectiveness of safety initiatives. The session will also cover the role of technology in data analysis and how to use it to drive meaningful insights.

**Aserando el “Cambio” hacia la Excelencia en Seguridad**

Liderazgo. Esto es particularmente importante en el tema de seguridad. La presentación explora la ejecución y administración del cambio y examina un modelo de guía para lograr exitosamente esta transformación. El modelo cuenta con cuatro fases de trabajo que son presentados junto con el elemento de Gestión. Este último provee el guionamiento y aseguramiento para que se logren las actividades y resultados de la ejecución del cambio.

Igniting & Fanning the Flame of Passion in Volunteers

RYMAN STUDIO M/N

Kitty Flynn, DEKRA Insight

Steering committee members and observers are serving in their roles as volunteers. We volunteer to contribute to causes for which we are passionate. The techniques often used to supervise and manage employees in their production roles do not always support the passion. Some management techniques can even kill the passion. Attend this session to learn how to fan the flames of passion within volunteers, and techniques to avoid.

**Rincon and Rincon Cloud to Support your Safety Process**

RYMAN STUDIO AB/C

Mike Dziuzinski & Carla Wenger, DEKRA Insight

This session covers the functionality and setup options available for customizing Rincon and Rincon Cloud software to meet the needs of your safety process. These powerful tools are used for capturing, analyzing, and applying observations, incident data and action planning. Attendees will be provided with techniques of how to get the most out of the system and integrate/interpret data sets.

**Safety Technology & Data**

Incident Reporting: Utilizing Technology to Track, Trend, and Eliminate Incidents

RYMAN STUDIO D/E

Jenny Boeckman, DEKRA Insight

Incidents happen. So how can we utilize the information obtained through an incident to prevent others from happening? This session will examine how you can use the Insight VaR™ Safety Management System, Incident Reporting Application, to establish a consistent approach to manage, record, track and respond to incidents. It will cover the benefits and features of utilizing this tool, such as identifying root causes, assigning corrective actions and tracking incident investigations to completion. It will also review utilizing the mobile application for generating an incident report directly from a mobile device.

**Using Analytics to Minimize Bias and Lock: Cross Your Data, Not Your Fingers**

Catherine Wood

Gennifer Lyon, DEKRA Insight

Humans are wired to seek patterns. Unfortunately, these patterns are laden with our judgments, experiences, biases, and expectations. How can we get the right things out of our safety data that are critical to driving safety performance? This session will explore the tools and techniques using cross-sectional data to drive meaningful insights from your data.

**Fraud & Forensics: Investigating the Use of Technology**

Mike Fawcett, DEKRA Insight

This session will cover the use of technology in fraud investigations. It will explore how technology can be used to investigate potential fraud, collect evidence, and support legal proceedings. Attendees will learn about the potential of technology in fraud investigations and how to use it effectively.

**Serious Injuries & Fatalities (SIF)**

Preventing Fatalities in the Utilities Industry

CHERYL WOODE A/B

James Grant, DEKRA Insight

Unlike some industries, there is nothing subtle or unrecognized about the hazards with fatality potential in utilities work. Despite the obvious, every year we see worker fatalities and are frustrated that they have not been prevented. This session discusses the categories of underlying causes, why the most commonly-used approaches fail to address them, and creative approaches that organizations have used to further reduce the risk of fatal injuries.

**A 25-Minute Action Plan**

Cheekwood D

Byron Fawcett, DEKRA Insight

What if we told you could predict who was more likely to engage in at-risk work behaviors and, therefore, possibly prevent them? Would you be interested? We all have unique “Safety DNA” – psychological traits that influence our personal safety in individual ways. Safety DNA can be measured using validated assessments to predict personal “blind-spots.” Find out how this technology is being used to develop safer behaviors, improve safety culture, promote safety leadership, and hire safer employees.

**Communication: Creating a Strategy that Works**

RINCON STUDIO D

Rebecca Nigel, DEKRA Insight

By far, the top question we get about safety communication is: Why don’t people pay attention? Despite significant effort, many teams see their newsletters used as placemats (or worse) and their time spent answering the same questions over and over. Is there a way to avoid this wasted effort? Better still, is it possible to communicate about the process in a way that generates real interest, enthusiasm, and engagement? Yes! This session empowers you to create a step-by-step strategy for delivering your message effectively.

**How Can Technology Be Used to Enhance Safety Training?**

RINCON STUDIO B

Wolfgang Reichelt, DEKRA Media

In this session, we’ll discuss the role that training plays in improving safety, the factors that impact training effectiveness, and how methods based on new technologies can improve the effectiveness of safety training.

**Regional Management and Performance Improvement**

RINCON STUDIO B

SC Members: Chris Olewine, Scott Aitk, Thomas Rice, Jeremy Hayt, Antony Avantos

Has your process reached a plateau of performance improvement? This panel will discuss solutions to revamp and enhance processes in Shell Chemicals, Huntsman Chemical and Consultation Bindra. This Q&A opportunity will welcome discussion from Observer training, Coaching, Facilitating, Steering Committee and Action Planning. Bring your questions and suggestions to this session!

**Strengthening Relationships When Interfacing—The Art of Approaching Others**

BAYOU C

Kathleen Huneycutt, DEKRA Insight

Safety interventions are a basic foundation to engagements at the working interface. However, many struggle with how this is done effectively and often resist approaching others. This session explores the negative connotations that seem to be prevalent about safety interventions and also offers “real world” solutions to help embed this critical component of an effective safety climate. Come prepared to get engaged as we develop the “art of approaching others” and build relationships when interfacing.

Coaching and Calibrating Observatory, with LIVE Field Practice CHEEKWOOD C Chad Hunter, DEKRA Insight During the session, participants will review standard and advanced observations steps, discuss calibration and coaching, and then go in the field with other participants to perform observations and coaching during the SIA Conference. While in the field, the participants will be able to see how others perform their observations, reduce exposure during our SIA event, and provide each other success and guidance feedback to help improve observation quality through coaching. This session is designed to be a follow up to the Advanced Observation and Feedback session. Developing an Observation Strategy HERITAGE A Gary Langham, DEKRA Insight Most workplaces have a variety of tasks and environments that have differing levels of risk. A high-impact BAPP implementation will identify the various risk levels associated with the workplace and use observations and feedback to counter these risks. This session covers the steps to developing an effective observation strategy. With a demonstration of the observation process planning tool, attendees learn how to determine their optimum training, coaching, and observing strategy.

Making it Work! Revitalizing a Mature Process! RYMAN STUDIO D E James Hanchman, DEKRA Insight Has your process been around a while? Does it feel like the process is fading or better days have passed it by? This session explores how to revitalize a mature process that has struggled for years. The session helps create a high-level plan that attendees can use as a starting point upon return to their site.

Remedies for Steering Committee Meeting Burnout HERITAGE E Dawn Boleyn, EM Gallo If your Steering Committee meetings feel like no one is engaged then this session can help you. We will explore 10 simple techniques that will put your meetings back on the effective track. This session is designed to give facilitators 10 simple things they can do to energize their Steering Committee Meetings.

Resistance is Natural: Understanding and Addressing Resistance to Change RYMAN STUDIO L Stan Owens, DEKRA Insight This session examines resistance as a natural and normal reaction to change. Attendees diagnose the specific resistance they are experiencing and learn strategies that can be used to move beyond resistance.

20 Years of BAPP—Mistakes You Don’t Have to Make RYMAN STUDIO P Paul Angelis, DEKRA Insight How do you turn the reactive nature of incident investigations into a proactive improvement tool? This session presents effective practices supervisors and managers can use to fully equip employees with the right knowledge to work safely all the time.

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The Barrier Removal Function—Use It or Lose Your Process CHEEKWOOD A Brian Hood, DEKRA Insight Observations are the cornerstone of the BAPP system. Using the data though action planning and bringing an effective behavioral barrier removal function into it allows your process to grow higher and wider. This session is designed to identify the role of the barrier removal function and energize this session though action planning and bringing an effective behavioral barrier removal. Observations are the cornerstone of the BAPP system. Using the data (for BAPP-licensed attendees only) Advancing Behavior-Based Safety (for BAPP-licensed attendees only) Applying BAPP Principles to Incident Investigation Resistance is Natural: Understanding and Addressing Resistance to Change Are Your Unintended Decision Making Biases Impacting Your Process Safety Outcomes? Enabling Supervisors & Managers Assuring Process Safety Excellence Driver Safety/Dieving Rode’s Discipline and Safety © Best Practices to Guide You & Common Myths Busted Making it Work! Revitalizing a Mature Process! Remedies for Steering Committee Meeting Burnout The Barrier Removal Function—Use It or Lose Your Process

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While many industries and organizations have reduced recordable incidents, the concept of “leaders shape culture” is introduced. This session discusses the importance of how leaders directly impact work team performance and goal realization. It provides practical guidelines for implementation in your own organization.

### Safety Technology & Data

**How Technology Trends Can Impact and Strengthen Workplace Safety**

RYMAN BALLROOM D

Urs Schneider, Tim Beyer, Fraunhofer Institute

Changes in technology over the last 10 years have changed our lives in ways we couldn’t have even imagined. What then, does the future bring? In this session, experts from DEKRA Insight and Germany’s Fraunhofer Institute will discuss new technology and the role it can play in measuring and managing exposure and safety in the workplace.

Rincon and Rincon Cloud to Support your Safety Process

RYMAN STUDIO A/B/C

Mike Duzinski & Carla Wenger, DEKRA Insight

This session will discuss the fundamentals of credibility as a leadership practice that directly impacts work team performance and goal realization. This session describes the core elements of credibility and provides implementation best practices. Participants review case studies of both effective and ineffective implementation of rewards and recognition programs. Prediction exercises on the outcome of each case and alternative approach development provide practical guidelines for implementation in your own organization.

### Safety Strategy & Change

**Contractor Management Strategies in a Complex World**

RYMAN BALLROOM F

John Derry & Joy Irouye, Campbell Institute

Managing contractor safety can be especially difficult in a complex world with international workforces. A recent Campbell Institute study explores the best practices and common challenges among Institute members regarding contractor safety management. This presentation reviews the results of this research, providing detailed examples from Institute member best practices at all points along the contractor life cycle.

### Safety Leadership & Talent

**Aligning Safety Talent with Safety Strategy**

BAYDU A

Stefan Luttroth & Jennifer McKeeley, DEKRA Insight

Achieving world-class performance requires new competencies and skills for safety professionals and leaders. The challenge is that few organizations give strategic attention to assess and develop safety talent. Even flower organizations focus on safety leadership as critically as other leadership competencies for their senior executives. This session takes a practical look at the shifting talent landscape, why leaders need to begin taking steps now to address it, and outlines the critical steps essential to building a safety talent rich organization.

**How To Build and Retain Credibility**

BAYDU E

Michela White, DEKRA Insight

As a manager and leader, how credible are you? How much do your employees trust you, your decisions, what you advocate, and even what you say? Evidence suggests that credibility, defined as the level to which employees find you trustworthy and believable, is a management essential that directly impacts team performance and goal realization. This session describes the fundamentals of credibility as a leadership practice and outlines steps to build and retain it.

**Safety Strategy & Change**

**Focusing Your Culture Change Efforts Where They Make the Greatest Impact**

RYMAN STUDIO Q/R

Rune Haug, DEKRA Insight

This session is designed to encourage and develop spiritual interaction focused on understanding “just noticeable differences” in the improvement of safety endeavors. The concept of “leaders shape culture” is introduced and reinforced with interactive exercises.

**Getting to Zero—Really!!!**

HERMIGAGE B

Greg Robinson, DEKRA Insight

While many industries and organizations have reduced recordable incidents in recent years, others have plateaued and are not sure what to do. We see many senior leaders champion “zero” as a goal, yet some secretly question their ability to achieve it. Shouted in comments such as “accidents are going to happen.” This session provides applicable case studies of organizations that have made this goal a reality and articulated a proven path for moving in the right direction.

**Rewards and Recognition: What has Worked and What Has Not**

RYMAN STUDIO F/G

Karl Bossung, DEKRA Insight

Rewards and recognition to elicit intended impact can be tricky. This session discusses the different definitions of rewards and recognition and provides implementation best practices. Participants review case studies of both effective and ineffective implementation of rewards and recognition programs. Prediction exercises on the outcome of each case and alternative approach development provide practical guidelines for implementation in your own organization.

**Effective Meetings**

BAYDU D

Lisa Morley, DEKRA Insight

Does it seem as if you spend most of your day in meetings? How can you make the most of your meeting time? Are there clear objectives, expected outcomes, relevant responsibilities, action items, and minutes? Here’s a session to help you spend less time in meetings, and to get the most out of the time you do spend by scheduling and conducting effective meetings.

**Icbreaker and Activities for Meeting and Training Effectiveness**

RYMAN BALLROOM A

Susan Murphy, DEKRA Insight

Icbreaker and structured exercises can enhance communications skills and team building, or simply re-energize and relax group settings. Used appropriately and effectively, they improve learning and create an environment where people have fun while gaining knowledge. This session provides a snapshot of how, when, and why to use Icebreakers and other related exercises. Then the fun begins! Actionable exercises are demonstrated with the group to cement learning.

**Is Your Training Meaningful and Memorable? Tips, Tricks, and Traps**

BAYDU C

Larry Russell, DEKRA Insight

Training is an ongoing process, not an event. Discover how to leverage the power and impact of your process training sessions—and avoid the traps—with a seasoned DEKRA Insight consultant as your guide. This dynamic session shows you the laws and stages of learning and how to use them to your advantage, how to use sample photos with a message (without the blurb and gulp), and how to use powerful one-line memories hooks to drive home your point.

**The Shadow Knows: Creating Flexibility in Your Style**

MAGNOLIA BOARDROOM B

Dennille Lyn & Alison Black, DEKRA Insight

We often face situations where we have to act in ways that are counter to our typical tendencies or personality. This is your „Shadow Side“—the opposite of what you would normally do. In this session, we discuss style and personality differences, and how to develop the flexibility to go beyond your natural preferences.

**Using ABC Analysis to Improve Collaboration**

RYMAN STUDIO J/K

Laurie Massial, DEKRA Insight

Often people who participate in DEKRA Insight’s Foundations workshop are intrigued by ABC Analysis but cannot benefit from finding creative ways to use it. This session provides a refresher of what the Leadership Diagnostic Instrument looks for in “Collaboration”, an overview of ABC Analysis, and the practical application of the tool to audience situations.

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**SESSION 2 FRIDAY, 1:00-2:30PM**

**Safety Technology & Data**

**How Technology Trends Can Impact and Strengthen Workplace Safety**

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**Rincon and Rincon Cloud to Support your Safety Process**

RYMAN STUDIO A/B/C

Mike Duzinski & Carla Wenger, DEKRA Insight

Effective action planning is essential to safety improvement. In this session, attendees gain a clear understanding of the steps involved in action planning: how to identify a problem and its root causes, generate realistic and practical solutions, evaluate alternatives, and put it all together for a clear path forward.

**Brainstorming**

RYMAN STUDIO H/I

Kathy Flynn, DEKRA Insight

Using many, wide-ranging ideas through brainstorming is helpful for all kinds of projects and activities. Steering committees benefit from brainstorming when using root causes from ABC analysis to develop ways to remove barriers to safe behavior. This session defines brainstorming, creates rules for effectively generating a plethora of ideas, and provides opportunities to practice different brainstorming applications.

**Effective Meetings**

BAYDU D

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The Business of Being a Steering Committee

The results you desire. covers the concepts for forming a partnership with your facilitator to get
A high-performing, self-directed steering team is critical to the success
Gary Langham, DEKRA Insight

In this session, the facilitator will better understand his or her role as both a leader and
the best practices and styles of the DEKRA Insight leadership model, the
This insightful session is tailored to current or future facilitators who
understand the activities that need to occur, but who simultaneously face
refining, you know the dangers. The combination of chemicals, heavy
If you work in chemicals, mining, and oil exploration, development, and
safety briefings, tapping into employee experience and engaging them in a
discussion about specific risk and exposures, and how to manage them. We
will explore a simple five-step process for making your job safety briefings
more interactive and engaging. This approach increases the retention of key
information and familiarizes the likelihood of behavioral change that minimizes exposure to risk.

Project Implementation Management—Tips and Techniques That Will Make a Difference

This practical session, aimed at managers responsible for safety initiatives, focuses on the critical aspects of successfully managing a complex project throughout its lifecycle. Introducing DEKRA Insight’s implementation management process, participants are guided through the key phases of a typical project, discussing common challenges. The goal of the session is to equip each attendee with practical actions that will make a difference immediately.

Managing Exposures & Risks

A Round Table Discussion

How to Make Job Safety Briefings Interactive

Because of low attendance or the fear of repetition, safety briefings, tapping into employee experience and engaging them in a discussion about specific risk and exposures, and how to manage them. We will explore a simple five-step process for making your job safety briefings more interactive and engaging. This approach increases the retention of key information and familiarizes the likelihood of behavioral change that minimizes exposure to risk.

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Motor Vehicle Safety: How Can Behavior-Based Safety Concepts Apply?

RYMAN BALLROOM C
Larry Russell, DEKRA Insight

Driving-related injuries make up one-third of work-related deaths every year. In this session, learn how to reduce exposure in your mobile workforce by applying the four elements of behavior-based safety to the operation of motor vehicles (cars, trucks, and buses) on public roadways.

Problem Solving on the Spot: Combining ABC Analysis with Guidance Feedback

RYMAN STUDIO H1
Kelly Flynn, DEKRA Insight

Feedback is information about performance in relation to a goal. Guidance feedback is information about performance when the performance falls short of a goal. That’s a problem. ABC Analysis is a problem-solving tool. A perfect combination! Learn how to use these two behavioral skills together to remove barriers to successful performance.

Workplace Fatigue Exposure: Factors, Effects, and Mitigation

CHEEKWODD C
Susan Koen, Round The Clock Resources

Fatigue, by definition, is impairment in cognitive, mental, and/or physical performance. In the case of cognitive or brain fatigue, the level of impairment approaches legal intoxication, a condition that never would be tolerated in the workplace. This session examines the causal factors, types of exposure, and range of mitigation strategies needed for effective fatigue risk management.

Defining Behavior: Your Key to Unlocking Outstanding Performance Every Day

BAYOU B
Kathy Culip, DEKRA Insight

Basic to an understanding of leadership and success is the knowledge of why people behave as they do, and how they can be encouraged to adopt the desired behaviors that will positively impact their company’s performance. Fundamental to a leader’s success is the ability to identify and define high-impact behaviors linked to achieving outstanding performance and results. In this 95 minute session, attendees will sharpen their skills in identifying and defining high-impact behaviors targeted to achieving outstanding performance every day.

Leading with Safety While in the Midst of Making Companies More Efficient

RYMAN BALLROOM C
Rob Hoyla, DEKRA Insight

Leaders today are consistently pressured to be more efficient and productive. Some perceive this to be inconsistent with their safety goals, however, this is not necessarily the case. The focus of this session is to explore how effective leadership and change management can improve both productivity and safety.

Managing Your Personal Brand as a Safety Leader

BAYOU C
Steven Lutrul & Jennifer McKeeley, DEKRA Insight

We often hear about managing our personal brand. While this is a familiar concept for products, what does it mean as a leader? And more specifically, a safety leader? This session will examine how a personal safety brand is defined, how to identify yours, and what to do with it to have the impact you and your organization desire.

Safety Technology & Data

Beautiful Information: Best Practices for Visualizing Data

MAGNOLIA BOARDROOM B
Katherine Lyn, DEKRA Insight

A picture is worth a thousand words." A good data picture makes patterns and information that might otherwise have been concealed easy to see. Data can be made visible in many different ways, from simple bar and line charts to more complex control charts, scatterplots, boxplots, and thematic maps. This session will discuss principles and best practices for presenting data and share examples and resources for individuals interested in making their data speak for itself.

Report Library: Getting the Most Out of the Information You’re Tracking

RYMAN STUDIO Q/R
Tim Boyer, DEKRA Insight

Tracking, trending and managing data can take up vast amounts of time. In this session the Insight Vista Safety Management System support team will cover the most efficient and effective ways of utilizing the report library to measure your safety program’s success. Tracking information is only worth the time if you can effectively utilize the data to improve workplace safety. They will cover the in’s and out’s of understanding real-time reports on the information you’re entering into the system. This session will also include time for Q&A on the Insight Vista Safety Management System and its reporting features.

Rinccon Software: Reports and Graphs

RYMAN STUDIO A/B/C
Mike Ozinok, DEKRA Insight

For intermediate and advanced users of Rinccon software, this session focuses on how to unleash Rinccon’s built-in reporting features and offers a look into alignment and apply Rinccon’s more advanced reporting options using Microsoft Excel® to extend functionality for finding meaning in your observation capture data.

Tools and Strategies to Measure High

RYMAN STUDIO L
Stan Owens & Jeff Van Pelt, DEKRA Insight & Hess

This session attendees will review personalized and customized tools to measure process quality within a global organization that has many behavioral approaches to performance improvement. Listen to Jeff Van Pelt of Hess corporation and Stan Owens of DEKRA Insight discuss how they developed a customized approach to process quality and problem solving within a global oil provider.

Serious Injuries & Fatalities (SIF)

Addressing SIF Potential at Home

RYMAN BALLROOM D
Rick Smith, DEKRA Insight

While injury rates continue to decline in our workplaces, the number and rate of unintentional deaths at home are rising at an alarming rate. These events are a solemn reminder that safety shouldn’t end when the work shift does. This session provides fresh insights from DEKRA Insight’s serious-injury-and-fatality trend data and examines what it all means for home safety.

Distracted Driving and the Cell Phone Myth

RYMAN STUDIO P
Paul Angels, DEKRA Insight

Driver distractions now rank with alcohol and speeding as leading factors in fatality and serious injury crashes. Many organizations have established rules related to cell phone use, and the most common rule is the acceptance of hands-free devices while not tolerating the use of handheld devices. But is hands-free cell phone use safer than handheld cell phone use while driving? This session will review the cell phone myth and define workplace policies for cell phone use while driving. This session draws from the field of neuroscience to look at and understand the distracted brain to provide you with information you can take back to your organization (or to your family), and to ensure meaningful policies are established to effectively ensure employees are never distracted while driving.

Team Effectiveness & Engagement

Adults are Not Just Big Kids: Applying Adult Learning Principles to Improve Training Success

HERMITAGE B
Erika Gosli, DEKRA Insight

Part of being an effective educator/trainer involves understanding how adults learn best. Whether you are involved in leading daily job safety briefings, monthly safety meetings, or training BAPPP Observers and Coaches, or even training other trainers, incorporating adult learning principles into the design and delivery of your meetings and training can help transform your sessions into more effective, significant and memorable learning experiences.

Building and Maintaining Successful Teams

CHEEKWOOD H
Don Martin, DEKRA Insight

We’ll all be part of teams that thrive and others that never seem to reach their potential. So what are the characteristics that foster team success and mission accomplishment? This session takes an insightful look at those key factors and shows you how to build a team environment characterized by individual respect, efficiency, excellent communication, and ultimately, results.

Influencing without Authority: Using Psychology to Impact Safety Commitments

CHEEKWOOD G
David Musgrave, DEKRA Insight

Making your mark on those around you requires strong influence skills. This is especially true when those you want to influence and support are not necessarily your peers or direct reports. This session presents some of psychology’s most effective tools of influence and discusses how you can use them to build strong, positive safety commitments in superior and shape engaged teams that exhibit more ‘walk’ to match the ‘talk’. 

“Know What I Mean?”—Understanding the Intent of a Message

BAYOU D
Lisa Morley, DEKRA Insight

As we advance our safety improvement efforts, it is critical that we communicate our progress to the organization. But doing that well can be a challenge, especially when people don’t always hear what we mean. This session helps you understand why people do not always give your message the attention you thought it deserved. When we learn how people take in information and how they can potentially change the message, we can be more vigilant in our delivery and methods.

You Can Be a Dynamic Speaker—I Promise!

RYMAN BALLROOM A
Susan Murphy, DEKRA Insight

Public speaking can be unnerving. The good news is that giving presentations is a set of skills, and as we know, skills can be learned and improved—dramatically in fact. In this session, you will learn basic presentation techniques and tips, and then practice these skills in small, comfortable groups.

FRONT-LINE PERSONNEL

SITE MANAGEMENT

SAFETY PROFESSIONALS

SENIOR EXECUTIVES
Some steering committees are concerned with BAPP data being used to discipline workers. Some leaders are concerned with accountability and fear “no name—no blame” undermines their role. The best processes have steering committees that actively share data on barriers to safe behavior, and leaders who know how to use the data to remove barriers without being punitive toward the individual who raised the issue. This session discusses lessons learned from dealing with the “no name—no blame” aspect of BAPP technology with the intention that participants will leave the session with sound advice on how to handle this issue.

Observer Coaching Strategy

RYMAN BALLROOM C Rob Hoye, DEKRA Insight

Everyone invited in behavior-based safety acknowledges that the systematic coaching of observers is essential for the long-term health of the process. Still, we find this task difficult. Attend this session to gain an understanding of the objectives of three types of coaching, to define criteria for selecting coaches and coaching frequency, to discuss the benefits of coaching the steering committee as observers, to review Rincon reports for coaching activities, and to explore overall strategies with coaching examples.

Remedies for Steering Committee Meeting Burnout

HERMITAGE E Dawn Bollen, EJ Gallo

If your Steering Committee meetings feel like one is engaged then this session can help you. We will explore 10 simple techniques that will put your meetings back on the effective track. This session is designed to give facilitators 10 simple things they can do to energize their Steering Committee Meetings.

Using Observer Meetings to Connect Observers to Your Process

HERMITAGE A Jacque Cooney, DEKRA Insight

Observers are critical to an effective process, but sometimes they may feel as if their observations don’t matter. Observer meetings are a tool that helps build observer engagement in your process and encourages them to be ambassadors throughout your site. This session provides a deeper understanding of the ingredients to successful meetings that both provide natural opportunities for information exchange as well as position observers as champions for change.

Assuring Process Safety Excellence

Are your Unintended Decision Making Biases Impacting your Process Safety Outcomes?

HERMITAGE C Robert Gaither, DEKRA Insight

Leaders, safety professionals, production and maintenance employees are asked to make decisions daily that affect the operations of the business. Therefore, it is important that they understand how their biases can impact their decision making process and thus Process Safety Outcomes. These biases can cause to underestimate the risks or overestimate the capabilities of the systems to control the exposure to the hazards. We’ll discuss these biases in this session, how they can impact decisions and operations, and how to overcome the biases through the application of practical recommendations.

Understanding Process Safety

RYMAN STUDIO JK Trish Kerin, Institution of Chemical Engineers

Process safety is complicated, but the language used to communicate it does not need to be. Making the language complicated inhibits our ability to improve our understanding of process safety outcomes because people throughout an organisation have an impact on process safety, not just the engineers. For example, operators take actions and executives make decisions that can impact process safety. We need to change the way we speak about process safety to make it more inclusive for all in the organisation, so everyone understands their impact.

Managing Exposures & Risks

DEKRA Insight’s Safes Together Initiative

CHEEKWOOD G Bill Bozzo, DEKRA Insight

In addition to “Making Work Safer”, DEKRA Insight is also dedicated to “Making Life Safer” for our clients, their employees & families and the wider community. In this session, DEKRA Insight representatives will give an overview and some examples of the “Safes Together” initiative that is designed to expand the behavior-based safety concepts beyond job activities.

Chronic Unease

RYMAN STUDIO A/B/C Ray Semea, Manuel Fioren, Daniel Ware, Shell Chemical

Do you feel like there are members in your organization that accept certain risks? What is your tolerance level to risks? Hazards are everywhere within any organization and many hazards are easily recognized. However, many employers choose to accept certain risks countless times a year, resulting in thousands of injuries. In order to reduce or even alleviate any acceptance of risk taking, there must be a level of Chronic Unease established. Chronic Unease is a leadership behavior that, once displayed, will permeate into the front-line leaders as the organization responds accordingly. This session teaches methods to build and sustain Chronic Unease.

Implementing Incident Repatter Programs

CHEEKWOOD D Don Groover, DEKRA Insight

Many organizations have an accident repatter issue. But is it an actual issue or is cognitive bias at play? This session provides an approach for determining whether a person should be considered an accident repatter, and a methodology for how leaders can support and help the employee understand how to protect themselves in the future.

Kids Safety Squad the Path to a Zero Injury Workplace

RYMAN STUDIO C Tony Jaska, Midwest Safety Consulting

Share the Safety evolution of Traditional Safety efforts up through behavioral processes. Show improvements of the last 30 years in work place incident rates. Discussion on how the improvement always will take more effort for small measures of progress as we move forward in our Safety endeavors. We will discuss the expansion of the Safety Pyramid not in scope but in time, “Why does safety education start at age 1?”. Spinal Conclusions “The Complete Back Injury Prevention School”


The Bureau of Labor Statistics reported that all 377,940 strains, sprains and tears that occurred on the job in 2009, 51.64% were to the back, with an annual cost of $100 Billion. That is just the medical cost. This seminar will provide in depth knowledge of the back including, Medical School anatomy, physiology, biomechanics, common problems, at risk work practices, therapeutic exercises and replacement Preferred Work Methods. The most common comment following the training is that you now understand why twisting and lifting is so damaging, and why the pain from lifting incorrectly is often delayed. Fact: A healthy disc will catastrophically rupture at just over 2000 lbs per square inch compression but will rupture up to 11 times easier when rotation is added.

Safety Leadership & Talent

Beyond the Generation Gap

CHEEKWOOD A Erka Plumb, BSNF

A demographic shift is rapidly taking place in the workplace, from a preponderance of baby boomers to an increasing majority of younger workers. This session will go “beyond the generation gap” of the typical list of generational characteristics and provide an interactive discussion about generational preferences, challenges and common ground, to aid in building a collaborative working culture where all contributions are recognized and appreciated.

Can I Learn Transformational Leadership from the Military?

MAGNOLIA BOARDROOM B Brian Hood, DEKRA Insight

Military leadership may seem like the ultimate top-down management style – but is it real? What can we learn about how to engage and motivate the people we lead? This session focuses on identifying transformational leadership elements and discussing how military leaders have applied them in history. We put heavy emphasis on the leadership training that comes from the United States Military Academy at West Point.

Safety and Lean: Connecting Safety and Operational Improvement

BAYOU A Jennifer McLay, DEKRA Insight

Safety improvement and operational improvement are sometimes viewed as similar but separate areas of focus. There is often an perceived trade-off between working on lean rather than safety. This sessions reviews principles of lean manufacturing and how they connect safety, demonstrating that improvement in work design in reducing waste can also help identify and reduce exposure.
SESSION 4  SATURDAY, 8:00-9:30AM

Safety Strategy & Change

Common Barriers in Organizational Transformation Efforts

RYMAN STUDIO D/E
Karl Blessing, DEKRA Insight

In John Kotter’s groundbreaking book, “Leading Change,” he outlines seven reasons organizational change efforts fail. In this session, we’ll introduce these barriers and discuss other challenges participants face in making changes. Then the group will work on a few of these challenges and brainstorm ideas for how to overcome or reduce these obstacles.

Visual Management of Monthly BBS Data

RYMAN STUDIO M/N
Scot Adt & Christie Godwin, Shell Chemical Constellation Brands

With so many ways of reporting performance and displaying data, how do you know you’re relaying your message effectively? This session explores the ways you can apply the right metrics to each organizational level and ensure that everyone is getting the information they need. We focus on simplicity, transparency, fairness, relevance, and consistency to take monthly BBS metrics to the next level, the creative level.

Serious Injuries & Fatalities (SiF)

Implementing a Fatality Prevention Process

CHEERWOOD H
Don Carson, DEKRA Insight

This session will review a set of recommendations for the implementation of a fatality prevention process. You will learn facts and variables that need to be considered to maximize the effectiveness of your plan. Using these elements, you will participate in a group collaborative effort to develop a model prevention process that can be applied in any organization.

Team Effectiveness & Engagement

How to Make Your Feedback More Meaningful and Memorable

RYMAN BALLROOM A
Susan Murphy, DEKRA Insight

This session poses the question: “What if your feedback could influence both behavior and attitudes?” and, “How can you be sure your feedback is memorable, that it sticks?” This session covers the physiological changes that occur in the brain when effective feedback is used and the power of appropriately-worded feedback to strengthen our “ancestral beliefs” and to connect to key types of memory. We discuss new ways of giving feedback and how to get beyond focusing on a specific behavior to internalizing safety as a belief.

How to Win Over CAVE People

BELLE MEADE A/B
Kathy Cuig, DEKRA Insight

Every workplace has a group of workers who seem to deflate the drive of those around them. They’re known as CAVE people. (Consistently Against Virtually Everything) and their presence can be toxic to your organization. We will help you identify who—and who—is holding you back from achieving your safety goals. Participants will also learn strategies to improve their ability to engage and win over even the most resistant and disengaged employees.

There’s No Such Thing As Common Sense

BAYOU B
Lisa Morley, DEKRA Insight

When it comes to safety, common sense is an expectation best checked at the door. Improving people’s capabilities around safety requires more than believing they will know the right thing to do—it takes follow through and practice. This session presents effective practices supervisors and managers can use to fully equip employees with the right knowledge to work safely all the time.

SESSION 5  SATURDAY, 10:00-11:30AM

Advancing Behavior-Based Safety

Bring Us Your Toughest BAPP Questions: An open discussion with Larry & Stan

CHEERWOOD G
Stan Owens & Larry Russell, DEKRA Insight

SiA conference attendees come with a strong desire to get answers to their BAPP questions. In this session, two of DEKRA Insight’s most experienced BAPP consultants will field your toughest questions with practical answers. With over 60 years of BAPP implementation experience between the two consultants, you can expect to hear straightforward answers that are known to assist organizations in the successful implementations.

Growing Your Facilitator into the Staff Member They Need To Be

MAGNOLIA BOARDROOM B
Brian Hood, DEKRA Insight

The BAPP steering committee is staff to the site leaders to drive the behavior-based safety process. To optimize their efforts, they must function effectively and speak the same language as management although many have never been managers. The focus of this session is on the relationship between the management sponsor and facilitator and what it takes to have a highly effective team member in this critical role.

Incorporating BBS into Maintenance Shutdowns and Projects

RYMAN STUDIO F
Joshua Mosk, Marathon Petroleum

Plant maintenance shutdowns are among the most dangerous periods for any refinery, particularly when trying to introduce BBS principles to a large group of transient workers. In this session, we present the Marathon Petroleum Corporation’s success story and discuss how their Michigan Refining Division maintained a 1.0 contact rate during a plant-wide shutdown, when the plant’s manpower quadrupled in size.

Increase and Sustain Observation Quality through Coaching

RYMAN STUDIO G/R
Uma Chand, EJ Gallo

In need of a coaching strategy that will help improve your observation quality sustain it? This session will help you identify the quality issues and develop a coaching strategy for your site. This session is designed to give facilitators, SC members and Sponsors a template they can use to develop their coaching strategy.

Let’s Kick It Up A Notch: Taking Observation Feedback to Another Level

CHEERWOOD B
Byron Faust, DEKRA Insight

So often we fall into a rut of sounding the same every time we go out to conduct an observation. This session is about having safety conversations with people, about really exploring and doing further into the root causes of risks and exposure. Increase your effectiveness in understanding and applying the four “C’s” of Comfort, Confidence, Consistency and
What Is the BAPP System? (For Non-BAPP Users)

In the DEKRA Insight model, engaging is defined as a tool necessary to transform safety culture to enterprise success. In any given interaction there is an opportunity to make a lasting impact in a person’s beliefs and actions. This opportunity is missed if the person engaged in that interaction doesn’t leverage the power of transformational leadership style. This session will outline how to link company safety vision to personal safety to transformational change. The session is appropriate for anyone who wants to be more effective in creating long lasting safety change in others.

Your Personal Safety Vision—Developing It, Communicating It and Living It

Having a strong personal safety ethic and communicating it is important for any safety leader. This session will discuss how to translate your safety ethic into an effective personal safety vision that can help improve safety in your organization. Learn to influence the importance of your personal safety vision and how to communicate it effectively in the organization.

Transformational Leadership: Moving from Theory to Practice

In this session we will explore a series of new questions that are surfacing for leaders in their efforts to drive serious injury and fatality (SIF) prevention processes. Specifically, we will look at the quality and effectiveness of SIF prevention program processes and the development of new strategies for assuring the reliability and integrity of SIF prevention program processes. We will encourage leaders to ask new, engaging questions and encourage workers to report all safety incidents and near-misses.

Team Effectiveness & Engagement

Handling Conflict Successfully

In this session, attendees learn that when addressed correctly, conflict is valuable and constructive. Learn to improve your effectiveness in conflict situations by consciously selecting your behavior, rather than reacting in habitual, unexamined patterns. Learn your conflict resolution style and assess its usefulness. We discuss all five styles and under which circumstances each one is most effective.

Sustainability: Keeping Your BAPP and SafeAlign Change Efforts Alive Beyond the First Year

BAPP technology improvement efforts and SafeAlign safety leadership development initiatives are powerful change mechanisms that, once implemented, continue to add value and reduce exposure. This session is about how to formally diagnose the health of your program after the initial implementation. Once a current picture is obtained a sustainability action is developed that reinforces the effective aspects of your process and addresses the aspects that need to be adjusted. Working the sustainability action plans will keep your processes healthy.

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Email: events.dekrainsight@dekra.com
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