WellsInMind Forum Facilitated Discussion

Exercise 1: Vision

What do you hope to achieve by implementing Human Performance in your organization?

How does Human Performance play a role in that outcome?

Engaged workforce, invested and motivated.

Define and recognize Human Performance top-down and bottom-up.

Satisfaction through added value and morals.

Reliability.

Removal of the stick and use of the carrot, focusing on the individual, leading into the team and then into the organization.

To eliminate accidents/incidents and downtime through applying a standardized and realistic approach. Achieving proactive implementation of HP Management. For example:

- Standard procedure templates.
- HP awareness training packages.
- Barrier ownership modelling.
- Raising awareness of the effect of deviation.
- Focus on alignment between key stakeholders.

To drive the industry toward being "generative" opposed to "calculative" by being able to pre-empt HP failings.

Create industry interdependence.

Incident free workplace.

Recognition of requirements of new generation.

Fundamental business goal.

Culture change through acceptability and evolution. There needs to be firm guidelines and more education.

Rejuvenate the industry.

Engagement of both industry and workforce.

Common understanding of Human Performance.

All levels can challenge.

Proactive rather than reactive.

Get off the plateau in safety performance.

HF next step after improving hardware/process is behavior.

Need an understanding of HP/HF in order to deliver results.

Personnel being overburdened at the moment.

Understanding of HF could inform correct accountability.

High number of incidents directly related to HF could have been major incidents, lack of understanding of HF.

Improved culture.

Human machine interface – lack of communication currently.

Countering losing experience.

Reduce incidents/ improve productivity.

Improve teamwork/culture/morale.

Improve usability- easier to do work.

Understanding at frontline and at different levels of organization.

Practical applications.

Response to incidents.

Better engagement with frontline to make improvements.

Exercise 2: Milestones

It's 2030. You've reached your HP vision.

What were the breakthroughs and milestones you achieved, in order to meet the vision?

Organization time and financial investment.

Widely recognized KPI's and continual monitoring (benchmarking).

Regulatory endorsement, involvement in initiative and oversight (at a consistent level).

Strong and consistently enforced workforce involvement.

Whole of supply chain involvement.

Training company and steering group alignment (standards defined).

Creation of readily accessible and easily understood resources and tools.

Elimination/reduction of Human Exposure through automation.

Shared vision (stakeholders aligned).

Involvement (early engagement).

Ownership.

Alliance/collaboration.

Shared realization.

Cultural harmony.

Trust in organization, in product and service.

Competency, awareness and acceptance of other organization needs.

Manage and leading people then people deliver.

Internal partnership involving workforce.

Culture change from blame to solution.

Educate executives, champions for HP, pre-requisite for leadership, understanding for HR organizations.

HP integrated to competence.

Reaching generative culture, hearts and minds.

Contractors are involved and enabled.

Processes account for HP:

- Fewer
- Intuitive
- Digital
- Owned by all
- Multiple languages
- Written by more than 1 person/SME

Investment in tools/technology resources.

Engineering out possible errors with equipment and facilities.

Procedures/processes:

- Guidance on development
- Simplify/streamline
- Frontline engagement/ownership
- Digital assistance

Contractors:

- Inclusiveness
- Collaboration and sharing

Engineering and design:

- Better use of simulators
- Optimization software- engineer out risk of human error where possible

Leadership:

- Understanding of HP in terms of benefits and their role
- Focal points/champions for HP and steering committee
- Better comms/engagement through levels of organization

Competency:

- Consistent competencies across industry
- Make HP topics part of competency
- Mentoring for better transfer of skills on a regular basis

Consistent message, understanding and belief at all levels.

Common language that is understandable at all levels.

Continuous investment in improving equipment, systems and people.

Improved competence, adding behavior to skills and knowledge.

New technologies will challenge behaviors.

Adding HP into the recruitment phase.

Exercise 3: Role of the HP Resource

How can this industry HP resource help you deliver the vision and milestones discussed?

Who would be using it? List the top 3 things that would make the biggest difference in your ability to deliver the vision.

Brand creation (aspirational/inclusion).

Definition of vision.

PR/Marketing

Training, face to face, leadership and workforce. Workplace observations

Integration throughout management system and behaviors.

HR "fit" for organization, culture and team.

Self-assessment, diagnostic and regulation.

HP Roadmap.

TOP THREE:

1. Definition
2. Brand and PR
3. Training

Adapt existing training:

- Classroom F2F
- Per discipline
- Simulator, safety critical and ballast control
- Legislative demand (and involved in development)

IWCF etc standards and endorsement.

Focal points/champions.

How to write/read/use procedures.

Hierarchical task analysis.

Top 10 tips.

TOP THREE:

1. Buy-in. Corporate level session? Commitment/belief. Identify key topics. Define expectations, KPIs and benchmarks.
2. As above but workforce buy-in. Clear responsibilities and usable tools.
3. Enhanced procedures/worksite tools.

IOGP/IADC/SCIS, understanding of how we can all work together.

Where to start? Loads of guidance exists but not much on how to.

Simple video/animation the explains HF/HP and topics.

Work on a common language.

How to integrate HP/HF into risk assessments etc – tools.

Case studies from industry on aspects of HP/HF.

Can be used by potentially anyone at any level depending on topic.

TOP THREE:

1. Case studies/benefits
2. Cross Industry buy-in so everyone gets on board. Coordination through forum e.g. IOGP, IADC etc. Companies sign up to show commitment.
3. Standardized, recommended practice.

Alignment is required between IOGP, regulators, SCIS, IADC, Energy Institute.

Consistent definition through documents.

Step by step guide.

Sharing of lessons learned.

Success stories.

Aligned competence standards. OPITO/ECITB.

Aligned just culture model.

Standard training packages for leaders to technicians.

One stop shop for HP issues.

Common view of health and welfare. Diversity and HF impact.

Case studies.

Step by step implementation plan on how to get there and keep it sustained.

Used by:

- Executives
- VP Operations
- HSE and HR change agents

- L&D organisations

TOP THREE:

- Alignment with other bodies
- The business case for HP/HF journey
- Toolkit that can be used in the frontline

Common HP language/definitions resource:

- Can be used between companies and levels
- Plain language
- Available in translated format
- Must consider cultural differences
- 1 page brief that's short and easy to read

Video and paper formats.

Involve workforce to make sure it meets their needs too.

Full industry representation and understanding.

Examples of this working in practice to make HP/HF relatable to the workforce.

Positive and negative, sharable content.

Train the trainer courses.

Best practice materials:

- Risk analysis
- Root causes/incident investigation

Framework outlining behaviors.