

# Safe Behaviour Training

## Behaviour-Based Safety – Manager’s Workshop

### Client Requirement

Front-line leaders and operators are expected to carry out daily tasks in a safe and productive manner to ensure that business targets are achieved. This requires both technical ability and a positive attitude at all levels. Behaviour-Based Safety (BBS) is an approach and attitude that brings safety and performance together. The onus on managers is to ensure that BBS approach becomes a part of the organisation’s culture by supporting best practice and encouraging wider ‘buy-in’ across all departments to drive success.

### Solution

The BBS Workshop enables managers to explore the key tenets of the behaviour change concept; identify, develop and share organisational best practice; and implement and manage a BBS culture in the business.

### Objectives

On completion of the workshop, managers will be able to:

- Implement a fair culture supported by business values and standards
- Encourage the reporting of workplace experiences; both negative and positive
- Analyse feedback to identify trends and implement corrective measures
- Be risk aware while maintaining productivity
- Manage difficult conversations and motivate staff
- Techniques for communicating with others

---

**6-12**

---

Number of delegates on the course

---

**1**

---

Course duration (days)

---

**£900**

---

Cost of Course

---

### Location

At a client’s site or at our training centre near Evesham.

### The Benchmark Standard

Benchmark is a leading provider of behaviour change programmes, particularly within organisations where strict safety compliance and regulatory frameworks apply. As a result of detailed consultancy and collaborative design work in these sectors, we have developed highly practical principles that underpin Behaviour-Based Safety; tailored to suit individual businesses.

t: +44 (0)1386 854 387 e-mail: [Info@BenchmarkTraining.com](mailto:Info@BenchmarkTraining.com)

[www.benchmarktraining.com](http://www.benchmarktraining.com)

# Safe Behaviour Training

## Behaviour-Based Safety – Supervisor’s Course

### Client Requirement

Safety and performance is often perceived to have conflicting aims within a workplace. It is essential that supervisors and front-line leaders apply a positive approach and lead from the front to enable their teams to achieve tasks more efficiently. Well led front-line teams form the base on which a culture and attitude where ‘safety and performance go hand-in-hand’ is grown.

### Solution

Behaviour-Based Safety (BBS) supports supervisors and front-line leaders who encounter the need to improve attitudes, enabling production targets to be achieved in a safe manner. BBS focusses on the leadership ability and behaviour of delegates to help them influence their teams in a positive manner. BBS embeds a ‘fair culture’ based on business values and standards; practising techniques in dealing with challenging situations by implementing 5 core competencies contained within the BBS principles.

### Objectives

On completion of the course, delegates will be able to:

- Implement effective communicating and safety critical skills
- Apply briefing techniques
- Be risk aware while maintaining productivity
- Manage difficult conversations and motivate staff
- Encourage the ‘Close Call’ reporting of workplace incidents and safety indiscretions; both negative and positive

---

**6-12**

---

Number of delegates on the course

---

**2**

---

Course duration (days)

---

**£1,500**

---

Cost of Course

---

### Location

At a client’s site or at our training centre near Evesham.

### The Benchmark Standard

Benchmark is a leading provider of behaviour change programmes, particularly within organisations where strict safety compliance and regulatory frameworks apply. As a result of detailed consultancy and collaborative design work in these sectors, we have developed highly practical principles that underpin Behaviour-Based Safety; tailored to suit individual businesses.

t: +44 (0)1386 854 387 e-mail: [Info@BenchmarkTraining.com](mailto:Info@BenchmarkTraining.com)

[www.benchmarktraining.com](http://www.benchmarktraining.com)

# Safe Behaviour Training

## Behaviour-Based Safety – Front-Line Staff Module

### Client Requirement

Safety and performance is often perceived to have conflicting aims within a workplace. It is essential that front-line staff and operators take responsibility for their own safety and have the confidence to support or challenge colleagues in the workplace. A culture where safety and performance goes hand-in-hand can only be achieved by adopting a positive attitude and cohesive approach at every level within a team.

### Solution

Behaviour-Based Safety (BBS) supports front-line staff and operators to improve their individual and collective attitudes; enabling production targets to be achieved in a safe manner. BBS focusses on the attitude and behaviour of delegates to help them approach tasks in a safe and productive manner and influence their colleagues in a positive manner. BBS for front-line staff embeds a ‘fair culture’ based on business values and standards; practising techniques in dealing with challenging situations by implementing 3 core competencies contained within the BBS principles.

### Objectives

On completion of the course, delegates will be able to:

- Be risk aware while maintaining productivity
- Hold difficult conversations using a positive approach
- Implement the ‘Close Call’ reporting of workplace incidents and safety indiscretions; both negative and positive

### Location

At a client’s site or at our training centre near Evesham.

---

**6-12**

---

Number of delegates on the course

---

**1**

---

Course duration (days)

---

**£750**

---

Cost of Course

---

### The Benchmark Standard

Benchmark is a leading provider of behaviour change programmes, particularly within organisations where strict safety compliance and regulatory frameworks apply. As a result of detailed consultancy and collaborative design work in these sectors, we have developed highly practical principles that underpin Behaviour-Based Safety; tailored to suit individual businesses.

t: +44 (0)1386 854 387 e-mail: [Info@BenchmarkTraining.com](mailto:Info@BenchmarkTraining.com)

[www.benchmarktraining.com](http://www.benchmarktraining.com)

# Safe Behaviour Training

## Safety Critical Communications

### Client Requirement

Organisations cannot afford to take risks with safety, yet many fail to take full advantage of existing means that provide these foundations – in particular safety critical communications. Utilising communication systems and procedures correctly will significantly improve productivity and performance as well as fulfilling a crucial role in enhancing workplace safety.

### Solution

To deliver training that improves a user’s ability to communicate effectively when using operational communications systems, such as DECT Comm2 radio, PA, telephone techniques. Enhance staff impact when clarity and precision are critical; reducing confusion and improving efficiency, safety and customer satisfaction.

### Objectives

Our training will improve confidence, attitude and competency by enabling delegates to:

- Understand the relevance of the ‘human element’
- Identify the human factors that can cause errors
- Improve situational awareness
- Practise safety critical communication skills
- Analyse and measure feedback
- Identify and mitigate barriers to communication
- Standardise reporting requirements
- Communicate safety behaviour effectively

---

**6-12**

---

Number of delegates on the course

---

**1**

---

Course duration (days)

---

**£900**

---

Cost of Course

---

### Location

At a client’s site or at our training centre near Evesham.

### The Benchmark Standard

Benchmark is one of the leading suppliers of safety-critical communications (SCC) to businesses in the transport, infrastructure and energy sectors, and has successfully delivered SCC training to over 30,000 people since 2005.

t: +44 (0)1386 854 387 e-mail: [Info@BenchmarkTraining.com](mailto:Info@BenchmarkTraining.com)

[www.benchmarktraining.com](http://www.benchmarktraining.com)

# Safe Behaviour Training

## Effective Site Briefings

### Client Requirement

Effective briefings are the foundation of a safe and productive work-site. They prevent accidents and injuries, and are a vital opportunity to give direction and leadership in achieving safe and productive work.

### Solution

The course provides all operational staff with the skills to deliver effective site briefing to further improve safety and performance on operational work-sites. From managers to safe work leaders to task leaders, this training will build competency, skills and self-confidence that can be applied by staff at any location where site safety and performance go hand in hand.

### Objectives

The course develops skills that enable staff to:

- Recognise the importance of effective briefings
- Understand their audience
- Select briefing locations
- Understand the importance of positioning
- Plan and prepare for briefings
- Demonstrate leadership skills during the briefing
- Develop voice and language skills
- Build a strong rapport with their audience
- Make the best use of body language
- Carry out effective confirmatory questioning

---

**6-12**

---

Number of delegates on the course

---

**1**

---

Course duration (days)

---

**£900**

---

Cost of Course

---

### Location

At a client's site or at our training centre near Evesham.

### The Benchmark Standard

Since 2005, Benchmark has become one of the leading suppliers of effective communication skills for operational staff in organisations where strict safety compliance and regulatory frameworks apply.

t: +44 (0)1386 854 387 e-mail: [Info@BenchmarkTraining.com](mailto:Info@BenchmarkTraining.com)

[www.benchmarktraining.com](http://www.benchmarktraining.com)

# Safe Behaviour Training

## Dynamic Risk Assessments

### Client Requirement

Organisation cannot afford to take risks that impede upon safety. Many risks can be dealt with at the front-line by individuals who are empowered to take responsibility for their actions. Identifying safety risks and establishing measures that mitigate these risks, while maintaining productivity is key to a safe working environment.

### Solution

Deliver Dynamic Risk Assessment training, to all levels of staff within safety critical environments, in order to enhance staff impact when dealing with unsafe behaviours and situations that impact upon the business. Utilised correctly, dynamic risk assessment skills will significantly improve productivity and performance as well as playing a crucial role in enhancing workplace safety.

### Objectives

Our training will improve confidence, attitude and competency by enabling delegates to:

- Be risk aware
- Implement dynamic risk assessment skills
- Identify the human factors that can cause errors
- Improve situational awareness
- Identify and mitigate barriers to communication
- Implement close call reporting
- Implement a safe performance culture

### Location

At a client's site or at our training centre near Evesham.

---

**6-12**

Number of delegates on the course

---

**1**

Course duration (days)

---

**£750**

Cost of Course

---

### The Benchmark Standard

Benchmark is one of the leading suppliers of safety-critical and behaviour change training programmes for businesses operating in highly regulated and safety critical environments.

t: +44 (0)1386 854 387 e-mail: [Info@BenchmarkTraining.com](mailto:Info@BenchmarkTraining.com)

[www.benchmarktraining.com](http://www.benchmarktraining.com)

# Safe Behaviour Training

## Developing Assertive Behaviour

### Client Requirement

Whether a leader is born or made their skills can be honed to make them better at their role. An understanding of the techniques, skills and self-determination to influence others in a positive way is an ongoing journey. Being appropriately assertive is a powerful, positive approach that can lead to more open and successful business relationships, but it needs to fit the environment and the audience.

### Solution

The course examines the types of behaviour that people exhibit and analyses their positive and negative effects. It uses contextualised scenarios to develop effective, practical responses. It will develop assertiveness in a positive manner, identifying advantages and risks inherent in adopting this approach and offering solutions to maximise benefits while minimising risks. Using a blend of theoretical and practical learning exercises, delegates will learn how to approach colleagues, meetings and briefings in a manner that brings value and decisive outcomes, without creating animosity or resentment.

### Objectives

On completion of the course students will be able to:

- Assess and modify their own behaviour
- Apply action learning techniques within their workplace
- Initiate behavioural change in themselves and their colleagues through leading by example
- Deliver effective communications within the workplace
- Understand essential motivational methods
- Apply active listening skills

---

**6-12**

---

Number of delegates on the course

---

**1**

---

Course duration (days)

---

**£750**

---

Cost of Course

---

### Location

At a client's site or at our training centre near Evesham.

### The Benchmark Standard

Benchmark is one of the leading suppliers in developing better leadership, at all levels, using behaviour change principles. These abilities are underpinned by effective communication skills.

t: +44 (0)1386 854 387 e-mail: [Info@BenchmarkTraining.com](mailto:Info@BenchmarkTraining.com)

[www.benchmarktraining.com](http://www.benchmarktraining.com)