



 **SAFESTART[®] FORUM** 

FOR HUMAN FACTORS PRACTITIONERS

2024

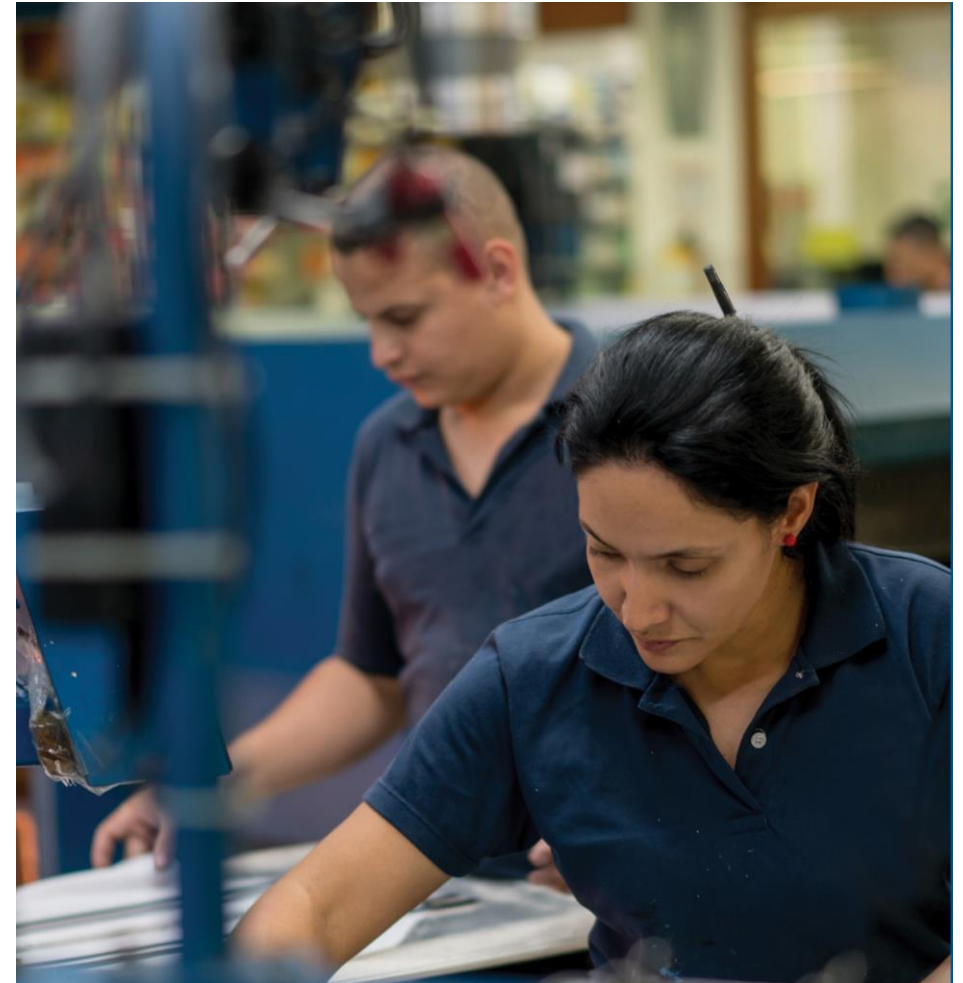
**ORLANDO, FL
APRIL 23 & 24**

CAPTURING THE BENEFITS OF REMOTE LEARNING

Session Presenters: Brian Steers, Erika Pouliot, and John Nadolny

SAFESTART ELEARNING

- Has been available for about 10 years now
- Alternative delivery method to reach employees that couldn't attend scheduled SafeStart classroom sessions
- Can also be used as a 'make up session' when an employee misses a classroom session



Learner Progress - Absorb LMS X

https://safestart.myabsorb.com/admin/learnerProgress

SafeStart Online Intelligent Assist Brian Steers

Learner Progress

Filter & Refine

July 31 layout 0 item(s) selected

	Last Name	First Name	Username	Department	Com...	Enrolled	Launch info
<input type="checkbox"/>	ABAIS	MARIA	Maria.elgin.abais@epiroc.com	Epiroc - FVT	1	2	Unit 2 assigned May 3, 2023
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<input type="checkbox"/>	Antolik	Scott	Scott.Antolik@epiroc.com	Epiroc - Broomfield	2	2	Units 4 and 5 Assigned July 14th, 2023



eLearning

☰ RESOURCES

THE STATE-TO-ERROR-RISK PATTERN

When you think about it, we've all been injured a lot during our lifetimes.

Are all of these injuries unique situations, or is there a pattern behind them?
We've seen that there is a simple pattern behind all accidents that lead to injury.

VS

States cause errors, which cause less risk to become more risk.

▶ ◁ PREV NEXT ▷

DIFFERENCES BETWEEN CLASSROOM AND ELEARNING DELIVERY



- Scheduled training in a classroom with attendance taken
- Easy to keep to a set training schedule

- Units are assigned with a suggested completion date but the actual completion can vary greatly
- Training schedule for subsequent units is dictated by completion rates
- Communication is key

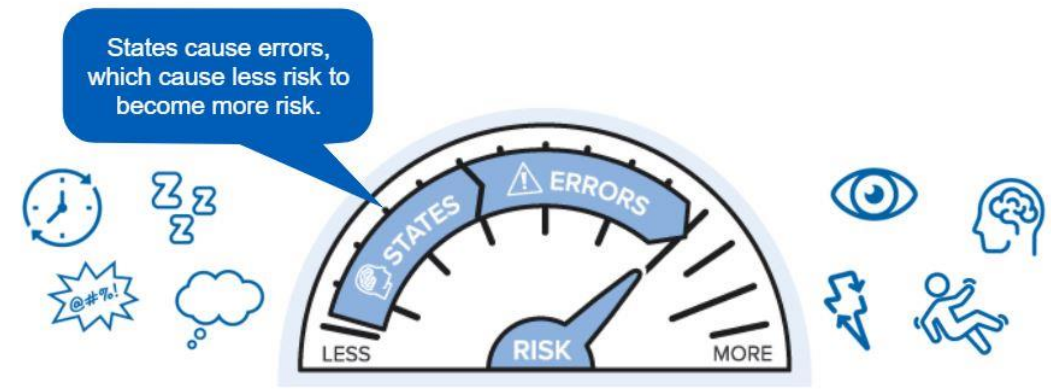
eLearning

RESOURCES



THE STATE-TO-ERROR-RISK PATTERN

When you think about it, we've all been injured a lot during our lifetimes.

Are all of these injuries unique situations, or is there a pattern behind them?
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The diagram illustrates the State-to-Error-Risk Pattern using a semi-circular gauge. The gauge is divided into two main sections: 'STATES' on the left and 'ERRORS' on the right. The 'STATES' section is further divided into 'LESS' and 'RISK' (with a lightning bolt icon), and the 'ERRORS' section is divided into 'RISK' and 'MORE'. A blue speech bubble points to the 'STATES' section with the text: 'States cause errors, which cause less risk to become more risk.' Surrounding the gauge are various icons: a clock, a lightning bolt, a thought bubble, a person falling, a brain, and an eye.

▶   < PREV NEXT >

DIFFERENCES BETWEEN CLASSROOM AND ELEARNING DELIVERY



- Concepts and techniques taught live by a SafeStart trainer

- Concepts and techniques are contained in the course content
- Reinforced with a downloadable 'learning portfolio'

eLearning


RESOURCES

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DIFFERENCES BETWEEN CLASSROOM AND ELEARNING DELIVERY



- Group activities and sharing of SafeStart stories are done at the same time

- Group activities are converted to individual activities and the sharing of SafeStart stories are done during the practice sessions

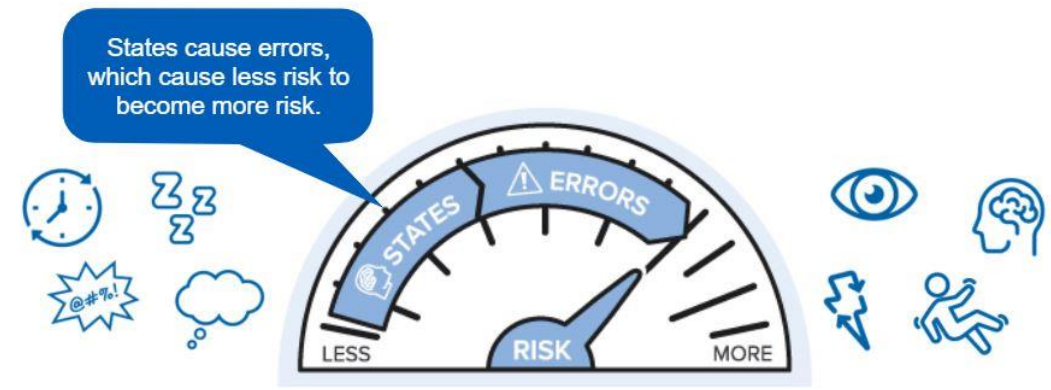
eLearning

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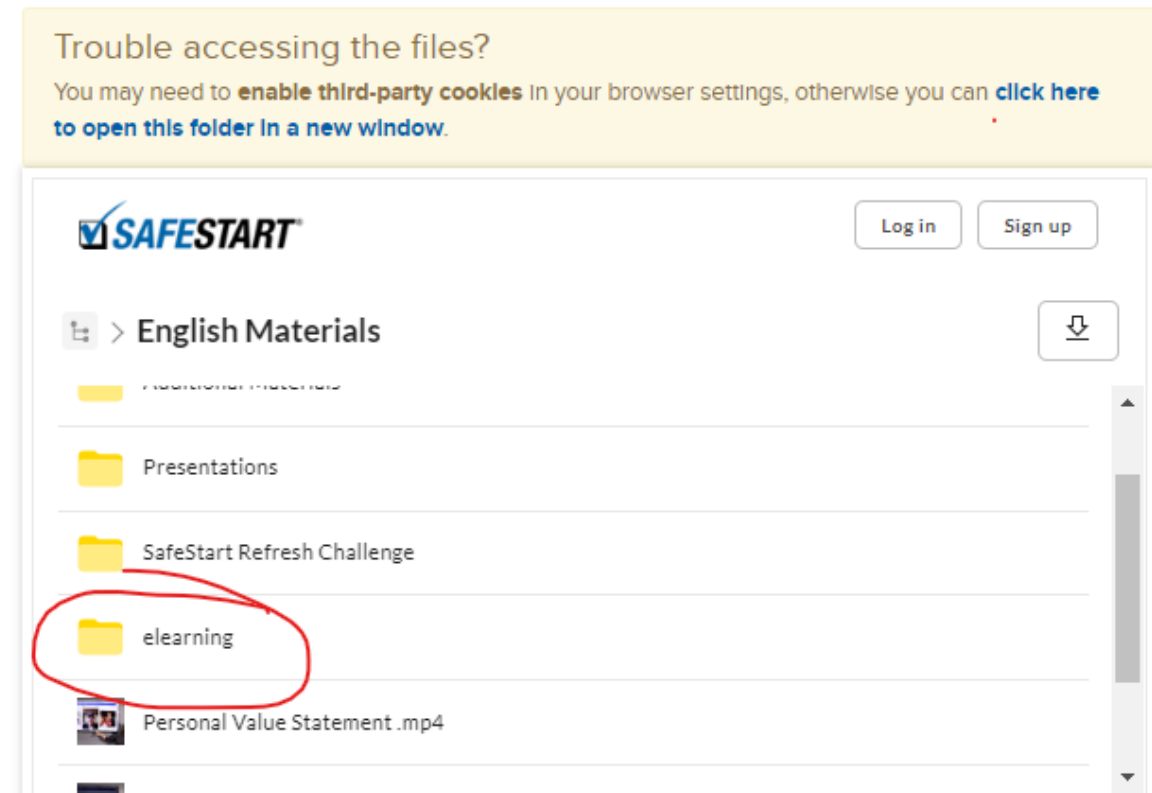
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▶   < PREV NEXT >

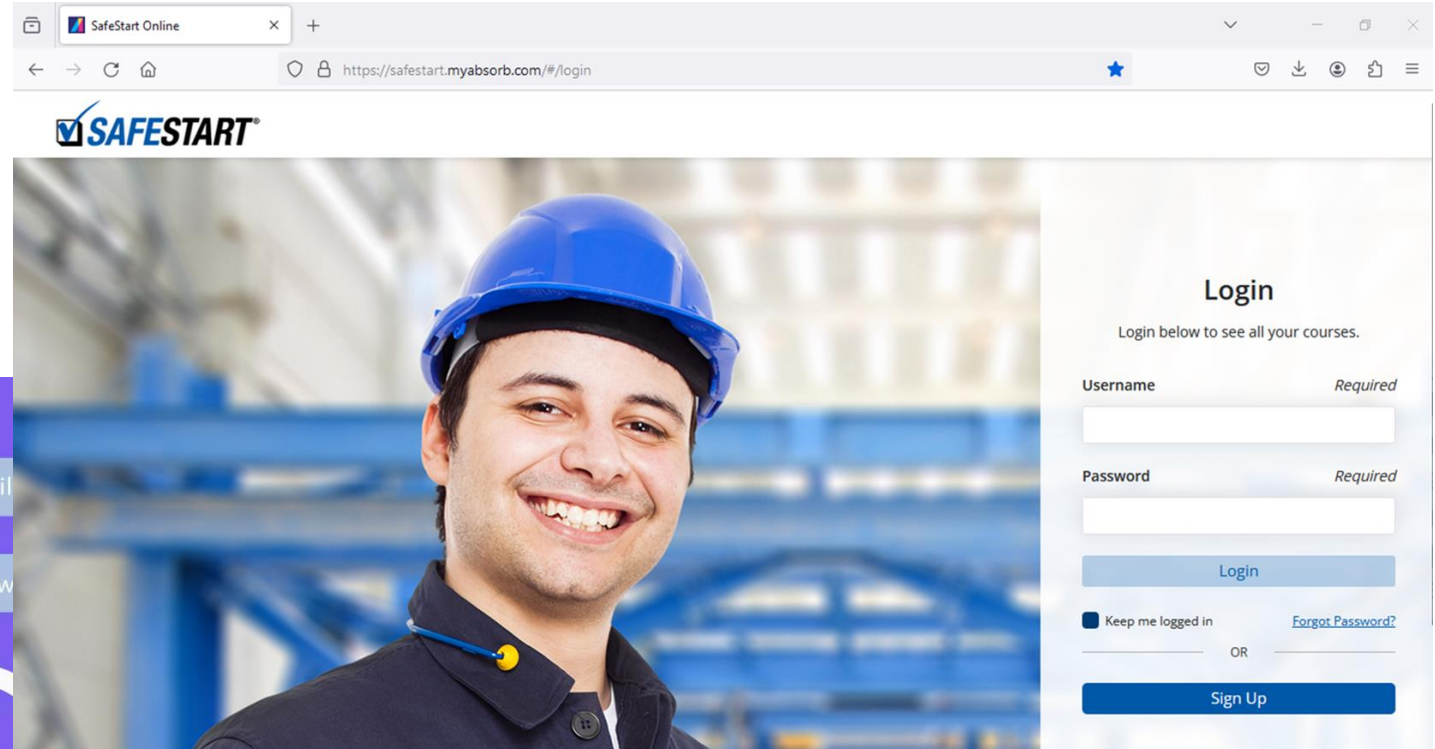
ELEARNING PRACTICE SESSIONS

- SafeStart trainers conduct live sessions with small groups after each unit
- Can be conducted in a class setting, via web conferencing, or even just a conference call.
- Used to cover key points of each unit and to share relevant SafeStart Stories
- Custom resources available to all SafeStart trainers (ppts, learning portfolios, etc)



STEPS NEEDED FOR TYPICAL IMPLEMENTATION

1. Decide on the delivery mechanism (Your LMS or ours)



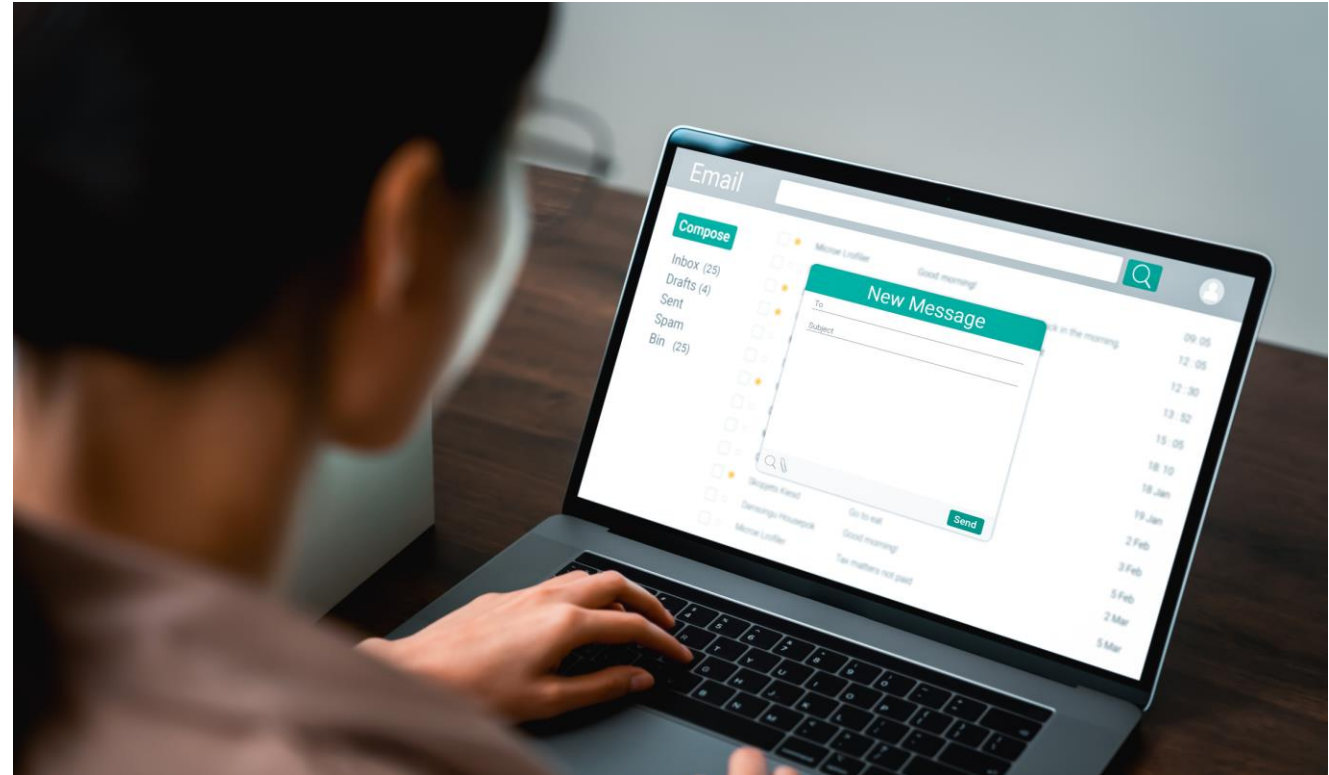
STEPS NEEDED FOR TYPICAL IMPLEMENTATION

2. Choose a launch date



STEPS NEEDED FOR TYPICAL IMPLEMENTATION

3. Inform everybody about what will happen on the launch date.



STEPS NEEDED FOR TYPICAL IMPLEMENTATION

4. First unit is assigned

This message will be sent to 15 Users.

Subject *(Required)*

Unit 1 SafeStart training

Body *(Required)*

B *i* U A: [List] [List] [List] [Link] [Image] [Table] [More]

Hi All

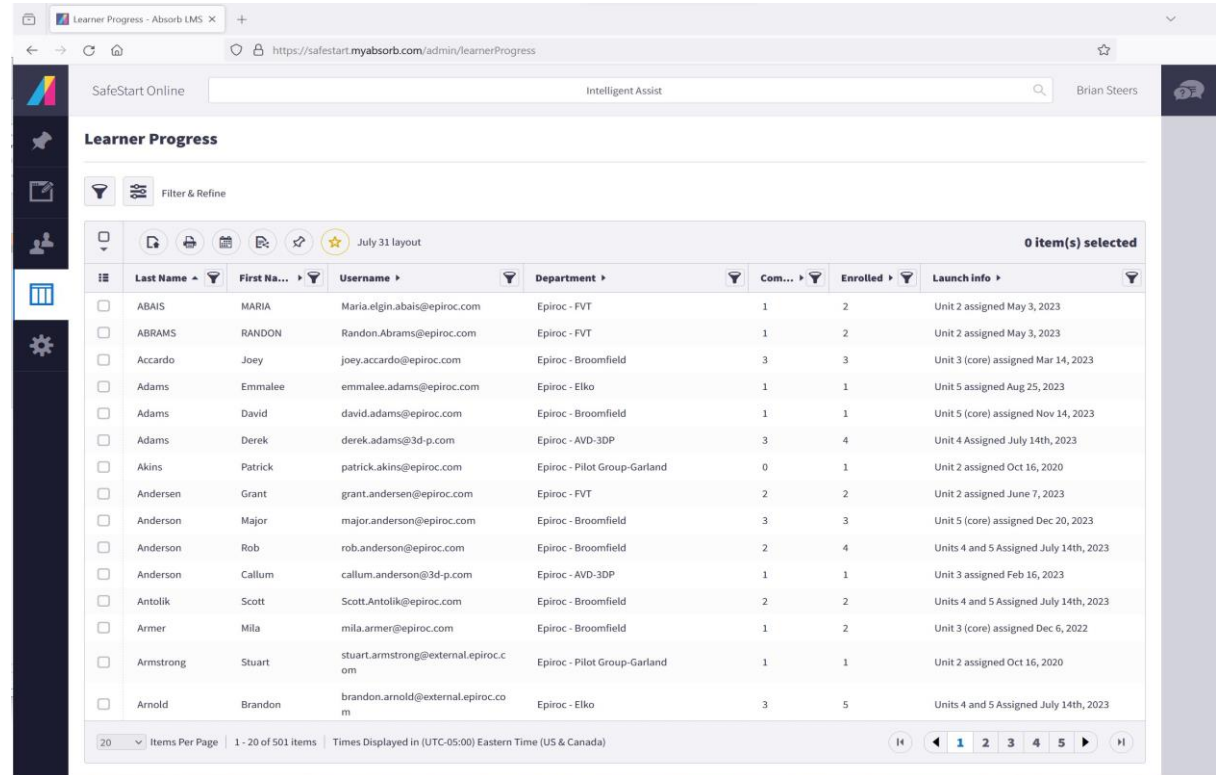
Just a quick reminder to try and have the first eLearning unit of the SafeStart program completed by the end of the month. Log in here to complete the training <https://safestart.myabsorb.com/#/login>

Thanks

Your SafeStart Training team

STEPS NEEDED FOR TYPICAL IMPLEMENTATION

5. The SafeStart trainer monitors the groups progress and schedules the 'Practice sessions' once there are enough unit completions



The screenshot shows the 'Learner Progress' page in the SafeStart LMS. It features a table with columns for Last Name, First Name, Username, Department, Com... (likely Completions), Enrolled, and Launch Info. The table lists 20 learners with their respective progress details. At the bottom, there is a pagination control showing '20 Items Per Page' and '1 - 20 of 501 items'.

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<input type="checkbox"/>	Armer	Mila	mila.armer@epiroc.com	Epiroc - Broomfield	1	2	Unit 3 (core) assigned Dec 6, 2022
<input type="checkbox"/>	Armstrong	Stuart	stuart.armstrong@external.epiroc.com	Epiroc - Pilot Group-Garland	1	1	Unit 2 assigned Oct 16, 2020
<input type="checkbox"/>	Arnold	Brandon	brandon.arnold@external.epiroc.com	Epiroc - Elko	3	5	Units 4 and 5 Assigned July 14th, 2023

STEPS NEEDED FOR TYPICAL IMPLEMENTATION

6. Once the practice sessions are completed the next unit can be assigned.





Erika Pouliot,
EHS Director

John Nadolny, Sr
EHS Manager

HIGH LINER FOODS

- Founded 125 Years Ago.
- A leading North American processor and marketer of value-added frozen seafood.
- Over 400 Office and Remote Employees
- Operating in Canada and the U.S.
- Four Office Locations.
- Three Production Facilities.
- Two Cold Storage Facilities.



THE ASK

- COVID
- Returning back to office
- Hybrid schedule
- Executive Leadership Team (ELT) requested a company wide safety training program
- Support target to 0 injuries mission
- Common Language
- Relatable

THE RESEARCH

- Reached out to SafeStart
- SafeStart Now was just launched
- Reviewed the online units
- Refresh from the previous version of 5 modules, workbooks and longer sessions
- Sold the program to the ELT
- Now the hard part – how to implement it North America wide

THE PLAN – STEP ONE: AUDIENCE

- Numbers
- Locations/time zones
- Cost & time per student
- Timeframe & number of sessions
- How many per Group
- How to make up the groups
- How many trainers
- What languages?

STEP TWO: TRAINERS

- Company wide announcement- looking for trainers
- Sell: learning and development opportunity
 - Practice public speaking
 - Leading groups
- Recruited 13 trainers
- Hosted a private online train the trainer course
- Followed by a refresher class closer to start date with a SafeStart trainer
- Buddy'd up to practice with one another

STEP THREE: THE PROGRAM – YEAR ONE (2022)



- Corporate/Salary employees
- 325 employees
- Canada and US in all time zones
- Class of 10- alphabetical by last name
- Senior Management Group- communication/support
- Initially 2 sessions- Spring & Fall
- Special request- added Summer

POLL

Question: when enrolling your executive leadership team into SafeStart, do you . . .

A: enroll them into their own private group

B: enroll them into the mainstream groups

C: do not enroll them, their support is enough

EXECUTIVE LEADERSHIP TEAM

- Asked them their preference
 - Private vs mainstream groups
- They elected to participate in regular sessions
- Divided them up among the groups
- Matched their personality with the trainer
- Chance to meet and be a team member lead by a “new” trainer
- Sign of support
- They did their online work to prepare for a group discussion

COMMUNICATION

- Company wide announcement
- Individual emails by EHS Director
- Followed up email by the Trainer
- Email from SafeStart regarding accessing myAbsorb
- Hosted at 10 minute tech check in prior to first class
- Scheduled and sent invites to the 4 units
- Created a master training plan – make up sessions

CHALLENGES

- Competing priorities
- Logistics/time commitment
- Why Does This Apply To Me?
- Summer session for sales team
- Turnover
- Languages/translation (French)
- Not willing to share in group settings
- Crossing the line into privacy
- Too invasive
- Videos are too graphic

PREPARATION FOR YEAR 2

- Once year one was complete, prepared and communicated expectation of year two or Flex Unit (*Predicting and Preventing Accidents*)
- Rinse and repeat

THE PROGRAM – PHASE 2

- Over 300 colleagues through SafeStart NOW in 2022-2023.
- Almost all of them through the Flex Unit on *Predicting and Preventing Accidents* in 2023.
- Training regimen has matured into a predictable flow.
- High permeation rate allows us to build on success.
- Reconfigured Training Team.
- Flexible scheduling.
- Will enable us to get over 400 people through a new Flex Unit on *Enhancing Driver Safety – On and Off the Job* in 2024.

POLL

By a quick show of hands:

- How many of you have offices in different countries?
- How many have offices in different time zones?
- How many have employees who work different shifts?


THE PROGRAM – PHASE 2

- It starts with onboarding.
- “New Fish In The Sea”
- Within 30 days of hiring.
- Creates initial familiarity.
- “News” stories on the “Fish Tank”



HLF NEWS

Continuing to drive a strong safety culture

 John Nadolny
Sr Mgr, Environmental, Health & Safety

In the past two years, over 450 HLF teammates have successfully completed SafeStart® NOW and in 2023 roughly the same number participated in discussions around *Predicting and Preventing Accidents*. As we know, keeping our eyes and minds on task, recognizing fatigue, and building habits to avoid complacency are key to maintaining safety for ourselves and those around us.

Targets

- Safetart NOW training for salaried remote and office personnel three times a year.
- Engaging personnel hired within the prior 120 days.
- Get their attention before their schedules are consumed by other responsibilities.
- Flex Unit training three times per year.
- Off cycle from SafeStart NOW.
- Get people through their first Flex Unit – *Predicting and Preventing Accidents* - within 90 days of completing SafeStart NOW.

Training Team

- Training Team includes members from both Canada and the U.S.
- Different Time Zones and Work Shifts.
- Sub-group of Training Team members focused on Flex Units.
- Single session nature enables them to schedule more sessions.

Scheduling

- Receive notifications of all new salary hires.
- Training Team creates a spreadsheet matrix of available dates and times.
- “Open Campus” approach.

THE PROCESS – PHASE 2

- One Trainer is the “last resort” sessions for all modules.
- Email goes out from Senior EHS Manager to all new hires regarding training.
- Participants select sessions which:
 - (i) best fit their schedule and
 - (ii) cover all required sessions.
- Senior EHS Manager acts as the Master Scheduler.
- Send the Trainers lists (emails) of those who chose their sessions.

THE PROCESS – PHASE 2

- Trainers send out introductory emails and Teams® meeting invitations.
- Trainers report back to the Master Scheduler post-session.
- Master Scheduler reaches out with available options
- Employee selects an alternative session
- Cycle repeats until all participants have completed all sessions.
- Training becomes something that people can fit to their schedule rather than the other way around.
- They come with a more positive perspective.

2022

- All office and remote employees complete SafeStart NOW Units 1 to 4
- March-May; June-August; October-December sessions
- Any new hires hired before October 8, 2022
- 325 total participants
- 97% completion rate

2023 SafeStart NOW

- 97 total participants (hired post October 8, 2022)
- 98% completion rate

2023 Flex Unit – *Predicting and Preventing Accidents*

- | | |
|------------------------------|----------------------|
| • Group 1 - 278 participants | 96% completion rate |
| • Group 2 - 51 participants | 98% completion rate |
| • Group 3 - 21 participants | 90% completion rate* |

*holidays

2024 SafeStart NOW

- Expect 100 participants (hired 9/30/2023-9/30/2024)

2024 Flex Unit – *Predicting and Preventing Accidents*

- Expect 130 participants

2024 Flex Unit - *Enhancing Driver Safety – On and Off the Job*

- Expect 400+ participants and >98% completion rate

Why Do We Have These Expectations?

Our program has the support of:

Our executive leadership

Our senior management

And most importantly, the engagement of our employees who find value in its content.

THAT'S OUR SAFESTART STORY – WHAT'S YOURS?



Does anyone have a SafeStart remote learning experience or best practice that you would be willing to share with us today?

QUESTIONS?

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THANK YOU FOR ATTENDING!