

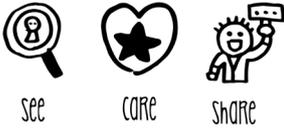
See Care Share – Frontline Coaching Trainer / Manager Notes

Instructions: Please use these trainer notes when delivering your Frontline See Care Share Coaching. Where possible deliver this coaching to your team members face to face with social distancing controls in place. This coaching is designed to be delivered using the PowerPoint presentation available on the See Care Share – this should be used in conjunction with these notes. **Remember that you should only be delivering this coaching if you have completed the Managers Coaching Webinar with the HSE Team.**

What you will need before starting:

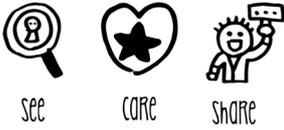
- The Frontline Coaching Presentation
- Computer, Screen or projector to present it
- Flip chart, white board or paper for the group activity
- A space big enough to safely present and allow for the group activity
- You should allow between **45 and 90 minutes** to deliver this coaching with **10 minutes** for the group activity

Slide	Action (Say/Discuss/Ask/Explain)	Content	Confirmation (Examples / Model Answers / Comments)
1	Display Title Screen Say	If presenting on a large screen or via projector have on display before the coaching session starts. Before starting – Welcome the team and encourage them to get involved and enjoy the session. Run through any housekeeping – phones off, toilets locations, hands up for questions and maintain social distancing <i>*Click to move onto the next slide</i>	Check that everyone has their phones off
2	Explain	This is the start of our See Care Journey and to make sure that we are all at the same starting point we are going to run through some slides, watch a couple of video messages and have two short group activities Run through the slide headings to give the team an idea of what to expect <i>*Click to move onto the next slide</i>	
3	Say	We are going to watch a quick welcome message from welcome message from one of our Central Senior HSE Managers – Evan Judge <i>*Click to play the video</i> <i>**Click to move onto the next slide</i>	
4	Ask / Discuss	Why do you come to work each day? Who do you think is responsible for your safety at work and why? Why are you safe at work? <i>*Click to move onto the next slide</i>	To earn money, provide for my family, I enjoy it We are all responsible for safety – because we all deserve to go home safely at the end of the day This will vary from person to person but could be – so I can continue to earn money, so that I could go home to my partner, family or so I can continue to do the hobbies that I enjoy. It should not because we are told to be – we need to dig deeper!



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5	<p>Group Activity 1 Allow 10mins for activity</p> <p>Allow 5mins for feedback</p>	<p>Break the team into groups of 3 to 6 people (<i>if you have a small team this could be done as one group but get one of the team to take the lead</i>).</p> <p>They will need to discuss the meaning of why safety is important to them but also why it is important to unit. Each group will need a leader to make notes and feedback</p> <p><i>*Leave the slide with the activity on display during the activity and feedback</i></p> <p><i>**Click to move onto the next slide</i></p>	<p>Make use of Flip Charts, Whiteboards where available – Remember to move from group to group to encourage discussion</p> <p>The responses will vary but should have a similar theme.</p> <p>During the feedback, try to link it back to why we are safe at work, make it personal. Remember the reasons wall example!</p>
6	Say / Discuss	<p>Read the first statement before clicking onto the question Ask the question - Do you think we have a Safety Culture? Encourage open and honest discussion about why people think what they think. Read the second statement before clicking onto the question Ask the question - Who do you think sets our safety culture?</p> <p><i>*Click to move onto the next slide</i></p>	<p>No might be the answer given but explain that is the purpose of this coaching</p> <p>Responses will differ but hopefully you will get something along the lines of everyone – <i>We ALL Look Out For Each Other</i></p>
7	Say	<p>In order to help us establish a good safety culture we need all be working in the same framework – this is where the Safety Behaviours come in. You might recognise some of these, but the principles have been changed to make sure you are at the centre of our safety culture.</p> <p>Speak Out – Is about us all having positive two-way dialogue / conversations</p> <p>Be Mindful – Is about us all being aware of the hazards in the workplace and what we can do to control them</p> <p>Get Involved – Is about all of us being proactive about safety and keeping it in the forefront of what we do</p> <p>We are going to have a quick look at each of these behaviours in more detail</p> <p><i>*Click to reveal each behaviour</i></p> <p><i>**Click to move onto the next slide</i></p>	
8	Say / Discuss	<p>Speak Out – remember this is about having positive two-way dialogue / conversations</p> <p>Read through each of the behaviours on the screen, try linking to practical examples of this in your unit</p> <p>Encourage discussion about how this behaviour can be demonstrated in your unit.</p> <p><i>*Click to reveal each example (3 in total)</i></p> <p><i>**Click to move onto the next slide</i></p>	<p>This might be an example of a good hazard observation that has recently been reported</p>
9	Say / Discuss	<p>Be Mindful – remember this is about being aware of our environment and the hazards present</p> <p>Read through each of the behaviours on the screen, try linking to practical examples of this in your unit</p> <p>Encourage discussion about how this behaviour can be demonstrated in your unit.</p> <p><i>*Click to reveal each example (3 in total)</i></p> <p><i>**Click to move onto the next slide</i></p>	<p>This might be an opportunity to talk about recent accidents where individuals weren't being mindful, and it resulted in injury</p>
10	Say / Discuss	<p>Get Involved – remember this is about being proactive and keeping safety a priority even when we are busy</p> <p>Read through each of the behaviours on the screen, try linking to practical examples of this in your unit</p> <p>Encourage discussion about how this behaviour can be demonstrated in your unit.</p> <p><i>*Click to reveal each example (3 in total)</i></p> <p><i>**Click to move onto the next slide</i></p>	<p>This is a opportunity to empower your team to stop doing something if they don't believe it is safe. Reassure them that you and management will support them if safety is at risk.</p>



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11	Ask	<p><i>*Click to reveal each example (3 in total)</i></p> <p>Asking the question with each behaviour</p> <ul style="list-style-type: none"> • Will you speak out? • Can you honestly say you are being mindful? • How are you going to get involved? <p><i>**Click to move onto the next slide</i></p>	Encourage replies or conversation – it is about making sure everyone feels empowered to take responsibility for safety!
12	Say	<p>Talk through the content of the slide, the point of this slide is to involve your team in the Safety Walk process and let them know that they should feel comfortable to speak to ANY MANAGEMENT if they are conducting a Safety Walk. Make a point to say what they should do:</p> <ul style="list-style-type: none"> • Answer questions openly and honestly • Not be shy or hide away • Make suggestions or comments that you feel are valid <p><i>*Click to move onto the next slide</i></p>	
13	<p>Group Activity 2</p> <p>Allow 10mins for activity</p> <p>Allow 5mins for feedback</p>	<p>Break the team into groups of 3 to 6 people (<i>if you have a small team this could be done as one group but get one of the team to take the lead</i>).</p> <p>They will need to discuss what changes can be made to make the workplace safer. This might mean starting, stopping or changing a work process.</p> <p>Each group will need a leader to make notes and feedback</p> <p><i>*Leave the slide with the activity on display during the activity and feedback</i></p> <p><i>**Click to move onto the next slide</i></p>	<p>Make use of Flip Charts, Whiteboards where available – Remember to move from group to group to encourage discussion</p> <p>The responses will vary but should have a similar theme.</p> <p>During the feedback, make a point to encourage / agree with the suggestions, there are no bad ideas but some may take longer than other.</p>
14	Say – Excited!	<p>Let's Start Today! (Remember you will set the tone!)</p> <p>Read through the slide and add points that might be more applicable to your unit.</p> <p><i>*Click to move onto the next slide</i></p>	This is a great opportunity to let people say what they are specifically going to do now.
15	Say / Play Video	<p>Before we finish we are going to hear from a member of the central HSE Team – David Crowe</p> <p><i>*Click to play the video</i></p> <p><i>**Click to move onto the next slide</i></p>	
16	Say	<p>Thank the team and share why their safety is so important to you as their leader – remember to make it personal.</p> <p>Remind them that their See Care Share Journey has started!</p>	

Remember: You need register that you have completed this Frontline Coaching by following this link:

<https://www.surveymonkey.co.uk/r/6C8SM83>



If you took photos of the Coaching Session, please share this on Workplace in the Compass or your sector specific channel and use the #SeeCareShare