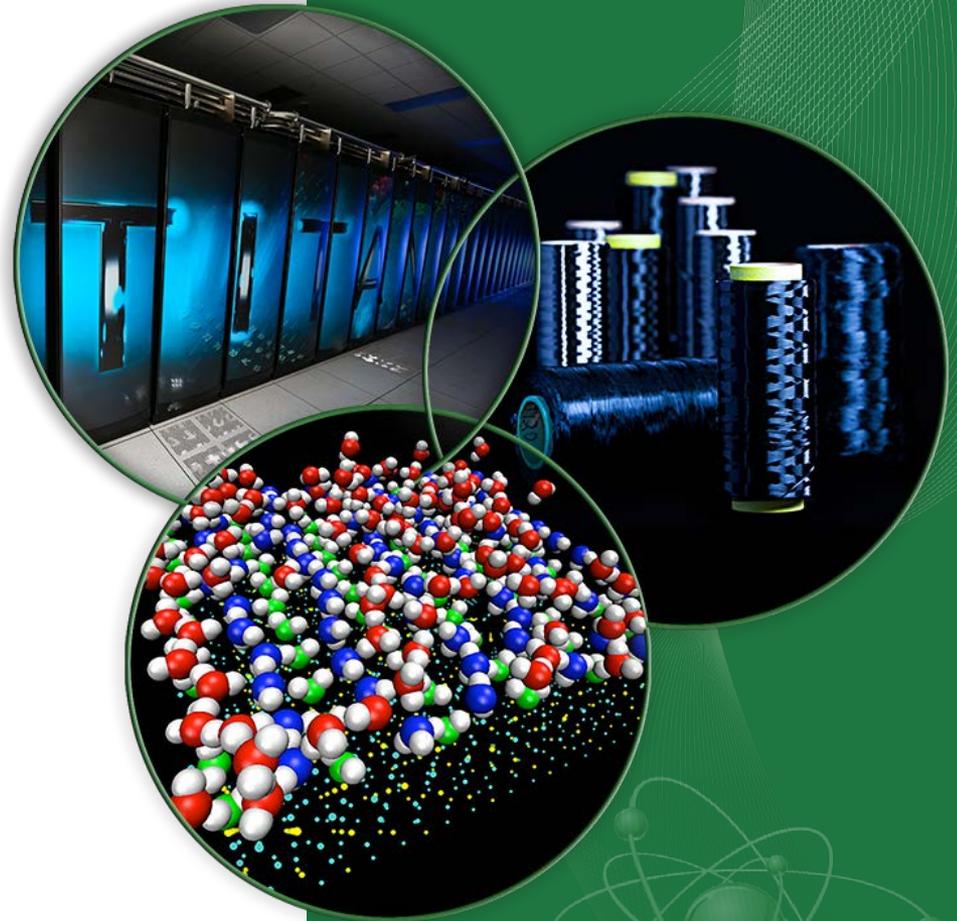


Best Practice: Laboratory Operations Supervisor Academy (LOSA)

Safety Culture
Sustainment & Best
Practices Workshop

Oct 21-22, 2014

Chris Patton, CSP
Senior Technical Advisor
ES&H Directorate
Oak Ridge National Laboratory





Laboratory Operations Supervisor Academy

Supervisors are critical to affecting our culture, yet we haven't done a very good job of preparing them for this role

What is LOSA?

- Supervisors experience a series of “real life learning scenarios” which require them to role-play interactions with staff, customers, SME’s, and managers in a safe learning environment.
- Learning comes from immediate, individualized feedback given by observer coaches.

Don't worry about failures, worry about the chances you miss when you don't even try. – Jack Canfield

Emphasize Supervisory Skills

- Know your team
- Integrity
- Prioritization
- Resource management
- Identification of key players
- Stakeholder engagement
- Managing tension
- Decision making
- Managing customer expectations
- Personal accountability
- Peer to peer accountability
- Leadership fundamentals



Reinforce Key Principles for a Strong Safety Culture

- Everyone is personally responsible for ensuring safe operations
- Leaders value the safety legacy they create in their discipline
- Staff raise safety concerns because trust permeates the organization
- Cutting-edge science requires cutting-edge safety
- A questioning attitude is cultivated
- Learning never stops
- Hazards are identified and evaluated for every task, every time
- A healthy respect is maintained for what can go wrong



Overview of LOSA

- Good to Great pre-job briefs
- Pre-job brief scenarios
- Prioritization workshop and scenario
- Work-planning & coordination scenario
- Work crew activity scenarios
- One on one meetings with COO's

Sustaining This Effort

- Supervisor mentoring programs
- Managers participating in LOSA
- Resources dedicated to managing our culture
- Monitoring supervisor effectiveness during peer operations reviews
- Facilitate ongoing networking among supervisors

Outcome: Supervisors who are...

- Better equipped to foster the behaviors we expect
- Empowered to critically evaluate and resist unreasonable burdens, management expectations, and customer demands
- Guardians of our safety culture

Questions?

