

Course Title	<i><u>BBS Training – Junior Managers & Engineers 3-day for Supervisors Course (BBS Course Level 2)</u></i>
Course Objective	The program described below are intended to train safety officers, engineers and members of BBS Implementation Committees to conduct BBS observations formally to provide crucial data for monitoring and evaluating the success of BBS implementation.
Skills & Competencies	<ul style="list-style-type: none"> • Conduct BBS training to provide “<u>BBS Foundation Knowledge & Implementation Skills</u>” to project officers, safety professionals and implementation committee members on the various aspects of BBS and how they can partake in the rollout of the programs. Each run can be conducted over 1 full day. • Conduct and guiding the Officers in “<u>Developing, Design & Usage of Critical Behaviour Inventory</u>.” This is a 1-day program on training, consultations and discussions. • Conduct and guiding implementation Committees in “<u>Analysis of Observation Data & Identification of Barriers</u>.” It also provide guidance, advice and training implementation Committees in “<u>Identification of problems and solutions to Sustain BBS Efforts</u>.” This program is 1 full day.
Outline (Day 1)	<p><u>Day 1: BBS Foundations</u></p> <ul style="list-style-type: none"> • Why BBS? Total approach to Safety Management and need to understand Human Behaviour & Human Factors • Why Safety needs everyone’s attention: Personal Responsibility, Individual Consequences & Personal Proactive Interventions • Relevance of BBS to daily operations and supervision • The Laws of Human Learning & Behaviour Change • Principles, Philosophy & Critical Aspects of BBS Implementation • Techniques of BBS observation – objectives and principles: Questioning and Feedback skills • The need to monitor and control work operations and behaviours at the workplace through the use of ABC Root Cause Analysis methodology • The proper use of Intervention Strategies & Communication and Motivation Techniques in Safety Management • Role plays on the use of COACH Process & Toolkits in Supervision and worksite management • Benefits of BBS Observation & Intervention
Outline (Day 2)	<p><u>Day 2: Development of Critical Behaviour Inventory & Analysis of Data</u></p> <ul style="list-style-type: none"> • The use of Behaviour Observation Protocols or Checksheets • Observation of operator behaviours and control of work operations • How to categorise behaviours in the Operation Environment • Connection between Critical behaviour and accident prevention • How to design data sheet (CBI) for Observers and pitfalls to avoid during Observation • Techniques for Data Input with Accuracy and Objectivity • Statistical Tools for Data Analysis and Data Interpretations • Benefits of BBS Observations & Data Collection, Analysis and Management • On site role simulation workouts and discussions on workplace observation, data input and interpretation • Q & A

<p>Outline (Day 3)</p>	<p><u>Day 3: Problems and Solution Analysis of Safety Issues and Sustaining the BBS Efforts for Continuous Improvement</u></p> <ul style="list-style-type: none"> • Development of measurement system to gauge Safety issues and Problems at the workplace • Designing & Using the Critical Behaviour Hot List and Relevant Key Performance Indicators • Methods of presenting performance indicators of the BBS project • Monitoring and sustenance of BBS initiatives: data support, rewards, publicity campaigns, etc • Psychological techniques for motivating and sustaining long term workers' participation in BBS initiatives • On site workouts and discussions on how to sustain company wide Safety Culture • How to evaluate the success of BBS efforts • Q & A
<p>Methodology</p>	<p>The training approach for the above program will be based on a mixture of short lectures, discussions, simulation exercises, case studies and group assignment to build the bridge between principles and practices. Many short videos will be used to give some hands-on practice.</p>
<p>Who is it for?</p>	<p>Supervisors of all levels</p>
<p>Duration</p>	<p>3 days / 22.5 hours</p>
<p>Class Size</p>	<p>20 pax</p>