

GRAZP – LEERPLATFORM VOOR HRO

Kennismaking en doel

IF WE HAD A HRO CULTURE ...

We would ...

- ... use our own incidents as input for learning and improvement
- ... directly discuss incidents and issues in our team
- ... share our lessons learned with our colleagues
- ... directly list our actions and monitor the results
- ... train level HRO practices during work
- ... share and discuss our unwritten rules and hidden norms and values
- ... learn collectively to foster collective mindfulness
- ... have a solid administration of our content, sessions and participants

HRO training is much more than sitting in a class room.

HRO TRAINING IS ACTION LEARNING AND SHARING

Level 4/5 organizing means a pro-active and generative focus on:

- things that might go wrong in an unexpected way
- easy behaviour of people you do not want
- long lasting issues you want to get solved

This asks for Collective Mindfulness. You need your colleagues to stay sharp, to be alert, and to act in the here and now. Every minute, every place, everybody.

That is why we need more:

learning from mistakes
better sharing of knowledge and experiences
really closing the loop and do what we promised to do
training level 4/5 practices
in action – our own action.

GRAZP – TECHNOLOGY

Grazp is a web based set of applications

External streaming server for multimedia content

External application server

Grazp can be used on computers, tablets and mobile phones

It can be used by individuals (to prepare themselves)

By teams (to learn from an incident)

By groups (to execute a blame free evaluation)

By leaders (to create an action learning session)

By specialists (to make courseware on new procedures or techniques)

By management (to monitor training progress and results)

By management teams (to know what issues should be solved)

By operators (to see what has been done with suggestions)

GRAZP – FUNCTIONS – START-UP SCREEN

The screenshot shows the GRAZP start-up screen with a dark blue header and a light blue sidebar. The main content area is divided into several sections. Callouts provide additional context for various elements.

Header: GRAZP Home | Sessions | Exercises | Scenarios Log out

Trainer Profile: Trainer Richard Grey SABIC Grey@sabic.com

WorkSafety 2012: Your Sessions 12 > Results Other Sessions 48 > Results > your result

Sessions List:

- ▶ 18.02.2012 14:00 Training Session one | 120 Min. Geleen - RoomA.12[...]
- ▶ 07.01.2013 12:00 Individual Case II - advanced | 30 Min. > all sessions

Practices: ▶ Recommended Practices > all practices

Cases: ▶ Recommended Cases > all cases

Callouts:

- Every trainer and trainee can see his results and his training targets
- Sessions are planned and results are registered in a database
- Practices are level 4/5 ways of organizing like Gun Drill or Team Start-up
- Cases are all unwanted, unexpected and unexplainable situation you want to learn from
- Content of training modules will be a third function

GRAZP – FUNCTIONS – LEARNING FROM CASES

Home > Scenarios > Chem City > show all


Chem City

Unsafe Situations
Near Misses
Accidents / Emergencies


> show all




Questions?
Ask Mr. C!




Lost safety gear
Sloppy behaviour in housekeeping




False alarm?
An alarm goes off – but how to make sense of it?




Broken valves
Pressure building up




Trippings
An operator gets injured




Spills and leakages
Emission of ammonia



Power outage
Collapse of communication infrastructure



Dust explosion
Continuity of production is at risk



GRAZP – FUNCTIONS – EXERCISING LEVEL 4/5 PRACTICES

Home > Exercises > Group + Minutes

Exercises






Choose your mode:

Single Group

Minutes Hours

Show Selection

[> all exercises](#)
[> new exercises](#)

<h3>„What if?“</h3> <p>Take an unsafe act and discuss what you could have done differently</p> 	<h3>Staff Ride</h3> <p>Collection of very rich material on a concrete incident by visit on-scene</p> 
<h3>Gun Drill</h3> <p>Testing assumptions and beliefs regarding operations</p> 	<h3>Amber Rule of Three</h3> <p>Being more aware of a situation in five minutes. Discussing weak signals at an earlier stage. Exchange impressions sooner in order to anticipate problems more effectively</p>
<h3>Blame Free Evaluation</h3> <p>Short analysis of an incident in which you take the event as a concrete series of actions that offer an unique opportunity to learn not as assigning blame.</p>	<h3>Walk Around</h3> <p>Collection of material directly from operations</p> 
<h3>STICC</h3> <p>Practice communication in fuzzy situations</p> 	

GRAZP – PREPARING AND EXECUTING A SESSION

GRAZP Chat 12 Mails 34 User online Marc Otten Log out

60:00

Injects

Name	Sent	Seen	Status
Start_The OSHA Room	-		↑
SHE Bulletin Beknelde duim	-		↑
Incident Information Sheet - Beknelde duim	-		↑
Level 4/5 gedrag operators	-		↑
Zoom in, Zoom out - Kijk op cultuur	-		↑
End_SABIC Chem City	-		↑

Decisions

Name	Sent	Answer	Status
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Answers

Q:

A:

There will be a playlist function

Scenarios

Decisions Injects

Title

- 1 Letselschade
- 1.1 Beknelde Duim 1: Discussie
- 1.2 Beknelde Duim 2: Discussie +
- 1.3 Beknelde Duim 3: Focus Management
- 1.4 Beknelde Duim 4: Focus Maintenance
- 1.5 New event
- 2 Rule of Three
- 2.1 Voorbereiding

STEP 1
The trainer or manager chooses a case or a practice from the database - or he makes a new one

STEP 2
Every case or practice or module holds several injects. You can change order, select or add injects!

STEP 3
An inject is sent to a group together with 1 or more decisions/questions

STEP 4
Answers from the group are sent back to the facilitator!

GRAZP – EXAMPLES OF INJECT AND DECISION/QUESTION

Inject 2

Selection of near misses

Shift Supervisor: OK! It took some time but we now understand level 4 and 5 behaviour. It is not about more information, it is about sharing in the here and now, the things we see, here and think. How to get a real-time and shared picture of the plant! Near misses are indeed a very relevant source for that.

We do not investigate all these unexpected events in the old fashioned way. Here, look. The 10 most important near misses of my plant from the last two weeks. The selection is made quickly – we take the ones we are least comfortable with. How about you? Tell me your 5 near misses!!



Decision

05:00



What do you consider criteria for near-misses?

Please list 5 near misses you think of and shortlist your criteria for identifying near misses

Please provide your answer...

GRAZP – RECEIVING YOUR MATERIAL FOR A SESSION

The screenshot displays the GRAZP web application interface. At the top, the GRAZP logo is on the left, and navigation links for 'Home', 'Personal Info', 'General Info', and 'About GRAZP' are in the center. A 'Log out' button is on the right. Below the navigation bar, the breadcrumb trail reads 'Practices > Fast-Single-Practices > Current Practice'. The main content area is split into two panels. The left panel, titled 'Injects', has sub-tabs for 'Injects', 'Facts', and 'Maps'. It contains a table with columns 'Title', 'Sent', and 'Status'. The first row has the title 'SHE Bulletin Beknelde duim'. A yellow callout box labeled 'STEP 1' points to this row, stating 'The group has received the first inject. Everybody starts reading.' The 'Facts' sub-tab is highlighted, and a yellow callout box labeled 'STEP 2' points to it, stating 'Additional information is available'. The right panel, titled 'Decisions', has sub-tabs for 'Decisions' and 'Resources'. It contains a table with columns 'Received', 'Questions', and 'Status'. A yellow callout box labeled 'STEP 3' points to the 'Received' column, stating 'Soon the first questions will be asked'.

STEP 1
The group has received the first inject. Everybody starts reading.

STEP 2
Additional information is available

STEP 3
Soon the first questions will be asked

MINDLESS VS MINDFUL – PART 1

Traditional training

Focus on training and content

Standardized content

Weak relation with the operation

Classroom setting and half day off

Not easy to get teams together

Training by facilitator and expert

Action learning

Focus on sharing and results

Real life experiences and events

Operations is context for learning

During work for an hour or more

Easy to organize at work

Leaders and colleagues are trainer

MINDLESS VERSUS MINDFUL – PART 2

Traditional training

Long preparation times

New knowledge not easy to apply

Individual knowledge

Content is kept on different media types

Fragmented courseware and administration

Action learning

Instant learning from the unexpected

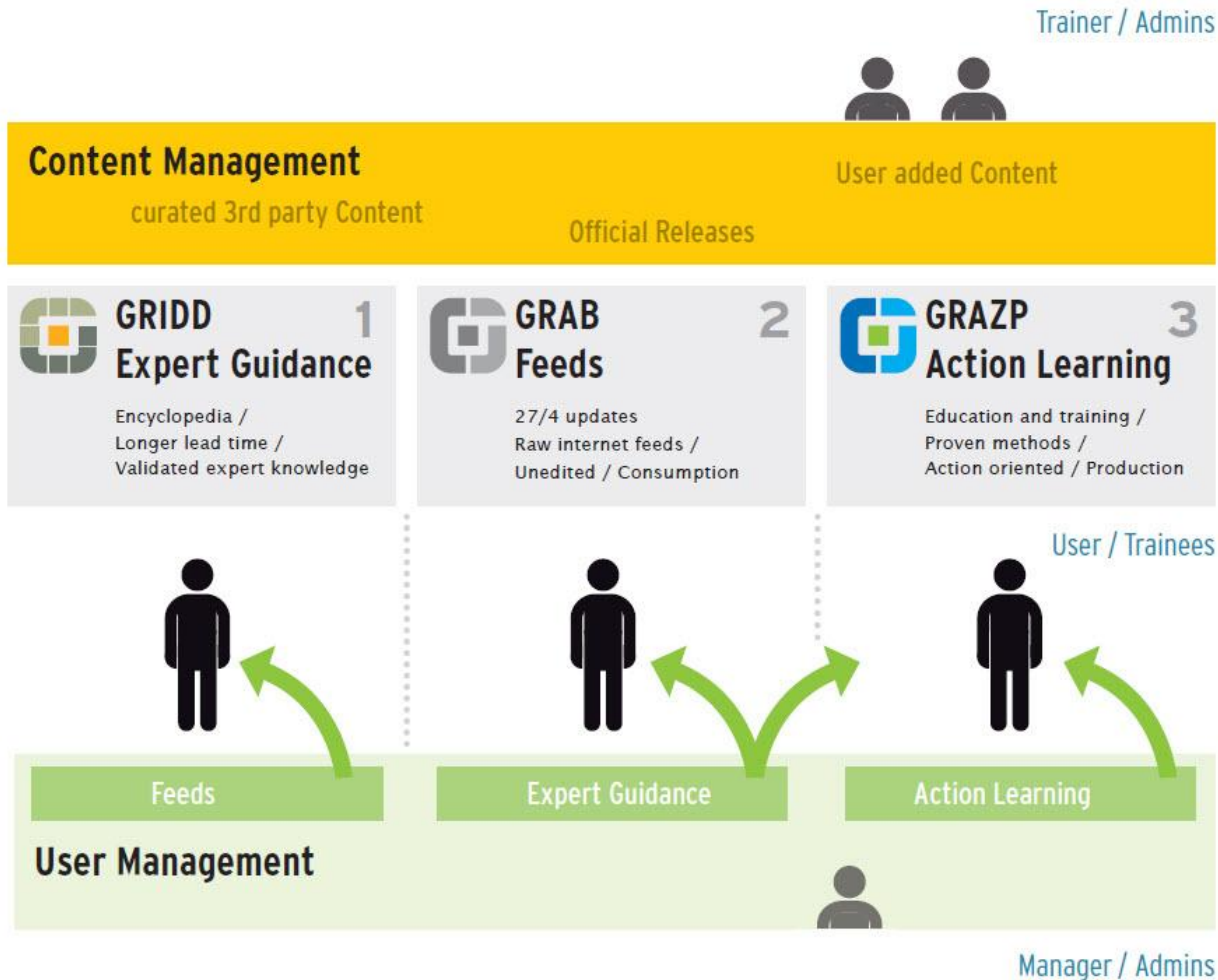
New knowledge = new behaviour

Collective knowledge

Content is kept in multimedia databases

Integrated courseware and administration

GRAZP – FUTURE DEVELOPMENTS – GRIDD AND GRAB



Extended support for content management and user management!