Best Practice: Laboratory Operations Supervisor Academy (LOSA)

Safety Culture Sustainment & Best Practices Workshop

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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?