**Electrical Safety Step Up**

**By Network Rail**

**Pre-session Facilitation Guide**



1. **Introduction**

Over the last three years, Network Rail has seen four concerning electrical safety-related incidents, three of these incidents have sadly resulted in life-changing injuries for the employees.  Since writing these sessions we have seen another incident.

**All four incidents could have been preventable.**

The Electrical Safety Delivery Programme (ESD) is holding this Electrical Safety Step Up. This event is a scheduled planned break in which all our employees will undertake a structured safety discussion on Electrical Safety. This safety Step Up is additionally a great opportunity for employees to talk to us about any safety concerns that they may have.

The theme of our Electrical Safety Step Up emphasises why we must follow the process, the consequences if we do not, and what good looks like about behaviours. As leaders and colleagues, we need to act now to stop these accidents from happening again and make Network Rail a safer place to work.

Ultimately, we want to create a culture where each of us feels able to challenge poor safety when we see it, question paperwork when something feels wrong, and become a team where questions about health and safety are part of everyday work conversations. We want to have a culture where the management and leadership teams actively listen to what they are being told by employees and take what they hear seriously.

Employees that feel confident to report accidents and near misses will enable the company to learn lessons from them.

* 1. **How to use this Guide**

This guide is intended to help all facilitators lead meaningful sessions for the Network Rail’s Step Up to Electrical Safety. For some, talking in large groups can be a little uncomfortable, this guide is intended to help the discussions and allow sharing an insight into some of the electrical safety incidents and these sessions are likely to prompt different discussions and responses from the group. The suggested question prompts and steps in this pack offer options for you, as a facilitator, to tailor your discussions and approach for your group, and the conversations you have with them.

**The session should be accessible to all so please:**

Check beforehand with invitees to your briefing whether anyone will require a British Sign Language (BSL) Interpreter or any reasonable adjustments to be made. If you are not sure how to support a reasonable adjustment request, please speak to the Electrical safety culture team at [electricalculture@networkrail.co.uk](mailto:electricalculture@networkrail.co.uk).

* 1. **What you will need as a facilitator**

Before running this session, it is necessary to prepare the materials and equipment required. The following list provides details of the requirements; however, these may vary between venues.

Required materials include:

* Electronic Projector
* Laptop or iPad
* Presentation slides
* Flip charts or set up break out rooms
* Post-it notes and pens or set up a Menti session ([www.menti.com](http://www.menti.com))
* Facilitation notes
* Signature sheet for attendence registration
* Ensure you check that the audio works as you have several audio files to share
  1. **Preparation**

To prepare to deliver the briefing you will need:

* To have undertaken the facilitator training session, which will show you how to deliver the session.
* Have a copy of the content for the session notes found within the slide deck.
* Ensure that you have the supporting slide deck and notes page.
* Download the films before the session if you have poor internet connection
* Be aware of the Key Themes and Learning Objectives and take time to reflect upon the discussion for each section.
* Go through the Facilitator training briefing to watch examples of how a briefing could be delivered.
* Think about those discussion points you are likely to be asked to watch the films and know them well. We suggest you watch them a couple of times. The Electrical Culture (electricalculture@networkrail.co.uk) are on hand to ask any questions you may have.
* Familiarise yourself with the notes and questions for each film.
* Check that all your audio-visual equipment (camera and microphone) is working properly. Remember if you are delivering this remotely it is helpful to ask everyone to have their screens on to help promote discussion.
* If using a Menti session, mobile phones or electrical device are required.

Session 4 includes an interactive session where participants will write down what one thing you will do to make sure that you and those that work alongside you Go Home Safe Every Day. This can be done in two different ways:

* Using post-it notes – let the participants write down their commitment and stick it on the wall.
* Using a Menti session
  + Go to <https://www.mentimeter.com/signup> to create a free account.
  + Sign in and create a presentation with the question ‘Write down what one thing you will do to make sure that you and those that work alongside you Go Home Safe Every Day.’
  + This will generate a code which must be added to the slide deck so participants can join

Depending on which option you choose to carry out session 4, delete the unnecessary slide in the slide deck.

* 1. **Key Themes and Learning Objectives**

There are several key objectives for the Step Up to Electrical Safety session. Each objective is followed by a question for you to reflect on. Please feel free to make notes before facilitating your first briefing.

By the end of the event participants can:

* Identify where actions and behaviours of individuals or teams have created an unsafe environment or led to safety incidents.
* Had an opportunity to think about noted behaviour and how they look in comparison to great safety behaviours.
* Have an increased awareness of behaviours and understand how poor behaviours lead to colleague injuries.
* Full awareness of how dangerous electrical safety is and appreciate why they must always follow the safety procedures written to protect them.
* Know that every employee is empowered to question and challenge poor safety, whether that be behaviour, process, planning, or ability.
* Make a personal commitment to building and continuing to challenge unsafe processes or behaviour in the workplace and leading by example in how they behave.

It is important to make sure that as the facilitator, you lead by example. Please take time before you deliver your first session to think about a personal commitment you can make to build and continue a safe electrical culture. This may be an example that you share at the end of the briefing to encourage other participants and help them think about what they can commit to doing.

1. **Facilitation Tips**

This may be your first time running one of these kinds of sessions. Remember this is a chat about electrical safety, not just the process but all about how people think, feel, care, and behave around electricity.

* Give yourself time to set up your session to make sure that you are not unprepared or starting to feel frustrated. You can buddy up with someone if you think it may help you.
* Before you begin each conversation, think about your feelings. What is on your mind? How could that impact the session? You will only get the best out of the session if you feel prepared and fit.
* Having a clear head at the start of the session is important as it will help you to manage reactions or challenging discussions in the group. It is important to understand that other people's frustrations belong to them, no matter how personal or frank responses might be! Your role is to help the group have a conversation about each subject matter.
* We have provided support notes on each slide to help each section or film.
* No one needs to be an expert on electricity safety. We have three technical experts that can pick up any questions you have, so do not worry.
* Watch or read through the pack until you feel happy to present it. If there is something that you do not understand, ask for help from one of the Culture Team. You do not need to know everything, but you should be happy to manage a discussion on the subject.
* Your role is not to be a subject matter expert. (We have subject matter experts on hand to support)
* At the beginning of the session explain that you are a facilitator and if you want you can say you are not an ‘expert.’ The session aims to create an open and honest discussion.
* Your role is to facilitate conversations and discussions and to support participants to discover what they think and feel about the material being shared with them.
* It is okay to say you do not know. If you are asked a question that you do not know the answer to, it may be best to ask others in the session what they think. If you need further help with any questions please direct them to the culture team.
* If a question needs an answer or response, and you do not know the answer, take note of it, and let the participants know you will find out about the response and get back to them. NOTE: Make sure you follow up.
* Remember, each session should be enjoyable and stimulating – for you and the participants. The more you relax and enjoy it, the more comfortable you will feel – as will your colleagues.
* Try to remain neutral and give your own opinions sparingly.
  1. **Questioning Techniques**

For each film, we have provided a set of discussion points for you to ask that link to each session or story being told. We are encouraging an active discussion as each session must have a meaningful conversation around the material being shared. Asking questions is part of any good facilitation. It is important to listen to all the responses and link them to what has been said and to the discussion points.

Active listening will also help your questions to come naturally:

* Give participants time to think and reflect before they answer.
* Some participants will answer quickly but others will need a little longer.
* Do not be afraid of any silence and please do not feel that you need to fill the silence yourself.

Top Tips:

* If participants do not respond to any of the discussion points after nine seconds, then it is unlikely that you will get a response. At this point, ask another open question to encourage the participants to contribute.
* Aim for the participants to be speaking 80% of the time, with you facilitating the conversation for the remaining 20%.
* At any point in the discussion where you feel the participants need some extra prompts you can ask the following:

**Open Questioning**

Asking open questions is the best way to start a conversation. Open questions encourage a range of answers rather than short responses. For example, ‘what does everyone think about the video they have just seen?’

Enquiring questions (to be used if participants do not answer a question):

* What possible negative behaviour did you see?
* Where were people not following the rules? What examples can you see?
* How could this failure impact site safety?
* Have you come across these types of behaviour on your work location?
* What is the risk of continuing in this way for Network Rail’s culture?

Follow up questions (to get a better understanding of what participants are thinking):

* Tell me more about what you are thinking?
* What do others think about what has just been said or seen?
* Is what you mentioned a problem? Why or why not?
* Does anyone have a different opinion?

Reflecting questions (to clarify and run through):

* So, were you feeling...?
* Am I hearing that...?
* What are we, as a group, taking away from this film?
* What have we understood from this character? Closed questions (to dig deeper):
* How much did it affect you?
* Did you feel good about that experience?

Questions to get others involved (to get others to speak, to avoid giving your opinion, and to answer difficult questions):

* What does everyone else think?
* What do you think?

Does everyone agree? Remember to clarify, summarise, and conclude the discussions before you move on to the next one.

* 1. **Difficult Conversations/Challenges**

If participants are underestimating or disregarding the safety issues raised in the films, it is your responsibility as a facilitator to challenge them. Some of the key themes listed for each film must be raised during the discussion, as each film has been designed to bring to life and reflect the real challenges that were identified in our research.

You must encourage the participants to engage in this discussion. Ways to do this:

* Be curious – showing genuine interest in the questions means that you will be less likely to appear to be making judgments.
* Acknowledge that the subject/conversation could be difficult for some.
* Keep participants focused on the topic at hand, particularly if you notice that discussions start to change direction or become unfocused.
* Think about psychological safety – participants do not need to fear judgment or negative outcomes for having the conversation.
* If you are in a room together, reinforce words with positive body language. E.g., ask for ideas with palms open, regain focus by standing up and moving to the middle of the room if delivering face to face.
* In the case of a participant negatively reacting to the stories in the films, you can remind them that whilst what they see may not reflect their reality, all the stories are based on research and findings from previous incidents on the railway.

**Please don’t forget to read the other facilitation guides**