

Safety Moment Manager's Guide

Use this guide to help you run a 'safety moment' with your teams.

Our role as leaders is to create and sustain an environment in which everyone goes home safe, every day, while delivering great customer service. This is not merely about 'standards'. It is about how culture and leadership impact safety and service.

Purpose of a 'safety moment'

- Simulate an open and honest discussion about safety - even it feels challenging or uncomfortable.
- Identify factors that affect how we deal with safety and agree what to do about them as individuals and as a team.

You can run this as part of any regular team session, or a dedicated session. Allow 30 minutes for the discussion.

Safety stories

- There are two audio stories based on real-life safety situations at Network Rail – see separate PowerPoint slides.
- You are not looking for an explanation of what happened. Explore what might be the underlying issues behind these incidents.

Running your 'safety moment'

1. WARM WELCOME

*This is about giving a **warm welcome** and setting a friendly and open atmosphere from the start to create the psychological safety that will enable your team to speak frankly*

- Ask if anyone has an example of a recent safety issue they have been involved in and to share it briefly.

2. LISTEN TO UNDERSTAND

*The focus here is '**listening to understand**' by encouraging questioning and getting to a full appreciation of the real issues.*

Top Tip

Take a moment to highlight some key behaviours of 'listening to understand' - letting people finish, acknowledging what is heard, checking understanding, not being defensive, not taking answers at face value, asking why...

- Play the story and then use the prompts on the slide to open up the conversation with your team

3. MAKE THINGS HAPPEN

*Now it's time to ensure you and your team are willing to take responsibility and to take the necessary actions, in other words to **own it and make things happen***

Highlight three or four key issues to focus on

- What can we do as individuals?
- What can we do as a team?
- What do we need to do differently?
- How committed to improving safety culture are we?

Follow up

- This session should be one of the regular conversations you have with your teams about safety and safety culture.
- Make a safety conversation a regular part of your team meetings so that you share learning and experiences.
- Encourage your team to raise any safety concerns they may have. Be ready to find out and feedback to your team



home safe plan