



## Observation Training for Managers & Supervisors

Overview: This workshop is to improve the capability of managers and supervisors to

- Observe performance
- Coach performance
- Document performance
- Improve the fundamental knowledge of the site management team regarding the effect of observation on overall site performance

### Objectives:

- Supervisors & Managers are routinely present during risk significant work activities
- The work force is open to critical feedback and actively seeks feedback from supervisors and peers
- Co-worker coaching is readily observable
- Expectations are clearly understood by the work force as observed by routine use of error reduction tools
- Workers and supervisors are rewarded for demonstrating appropriate behaviors
- Shortcuts to circumvent the use of appropriate behaviors to satisfy production needs are not tolerated by station leadership

Duration & Delivery Format: 4 Hours – Classroom