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Coaching for Performance

Investing in Front Line Supervision





Intent

- Provide One-on-One Coaching in the field to First Line Supervision.
- Observe First Line Supervision in their interactions with workers in the field.
- Designed for Supervisors that have completed their Supervisor Common Core.
- Observe for Duly Diligent behaviors
- Opportunity for a 2 or 3 phase approach to monitor improvement.



The Process

- Accompany the Supervisor throughout the shift.
- Attend all the functions normally carried out.
- Checklists are completed capturing the performance at various essential tasks.
- Questions are asked throughout the day to check their knowledge of the OHSA, the Regulations, and company policies and procedures.
- Coaching is provided as required on opportunities to model the intended behavior.
- A report is provided to the Employer and discussed with the Supervisor.



Daily Activities Being Observed

- Morning interactions at the wicket.
 - Are lineup cards ready with written daily instructions?
 - SOP's, level/vent drawings available?
- Morning Safety Huddle.
 - Is there a discussion on a daily/monthly safety theme?
 - Discussion on daily tasks?
 - A chance for workers to raise concerns?
- Field Interactions with the workers.
 - Discussion on elements of the safety card, (Act of Safety, FLRA)?
 - Hazard recognition, controls and actions to complete being documented?
 - Auditing of the Equipment Pre-Operational checklist?
 - Notes being recorded in a Supervisor notebook?



Coaching for Performance Start of Shift					
Date:		Supervisor:			
Wicket Start of Shift		Yes	No	Comments:	
Was the Supervisor Prepared for the workers?		<input type="checkbox"/>	<input type="checkbox"/>		
Was there a discussion on daily tasks recorded on the Safety Card?		<input type="checkbox"/>	<input type="checkbox"/>		
Safety card filled in with daily instructions and known hazards/handed out?		<input type="checkbox"/>	<input type="checkbox"/>		
Was the Captains Log book read and signed?		<input type="checkbox"/>	<input type="checkbox"/>		
Morning Safety Huddle					
Time Started:		Time Ended:			
Workers Present:		Yes	No	Comments:	
Was a Safety Topic Discussed?		<input type="checkbox"/>	<input type="checkbox"/>		
Act of Safety Discussion?		<input type="checkbox"/>	<input type="checkbox"/>		
Discussion of Hazards		<input type="checkbox"/>	<input type="checkbox"/>		
Final Discussion on Daily Task?		<input type="checkbox"/>	<input type="checkbox"/>		
Were any concerns raised by the workers		<input type="checkbox"/>	<input type="checkbox"/>		
Policy or SOP review		<input type="checkbox"/>	<input type="checkbox"/>		
Additional Comments					



Coaching for Performance Field Observation Checklist						
Date:		Supervisor:		Level/Location:		
Time Start		Time End		Worker/s		
Assigned Task:						
				Yes	No	Comments:
Was there a discussion on the daily task?				<input type="checkbox"/>	<input type="checkbox"/>	
Was there any additional discussion? Topic?				<input type="checkbox"/>	<input type="checkbox"/>	
Was there a Pre-Op completed by the worker?				<input type="checkbox"/>	<input type="checkbox"/>	
Was the Pre-op checked by the Supervisor?				<input type="checkbox"/>	<input type="checkbox"/>	
Was there a topic for the IRS?				<input type="checkbox"/>	<input type="checkbox"/>	
Was the FLRA completed?				<input type="checkbox"/>	<input type="checkbox"/>	
Was there an Act of Safety? Record the Topic				<input type="checkbox"/>	<input type="checkbox"/>	
Was there a discussion on the Safety Card?				<input type="checkbox"/>	<input type="checkbox"/>	
Did the Supervisor have a discussion about additional Hazards in the workplace and how to correct them?				<input type="checkbox"/>	<input type="checkbox"/>	
Were there additional tasks assigned?				<input type="checkbox"/>	<input type="checkbox"/>	
Were there any concerns raised by the worker?				<input type="checkbox"/>	<input type="checkbox"/>	
Did the Supervisor sign the Safety Card?				<input type="checkbox"/>	<input type="checkbox"/>	
Additional Comments:						



Questions for Supervisor						
How long has it been since you've completed your Supervisor Common Core?	1-3 Years	<input type="checkbox"/>	3-5 Years	<input type="checkbox"/>	5+ Years	<input type="checkbox"/>
Which Provider delivered the training?	WSN	<input type="checkbox"/>	Norcat	<input type="checkbox"/>	Other?	<input type="checkbox"/>
What is your knowledge of the OHSA and Regs?						
- None - I've never looked at it	<input type="checkbox"/>					
- I've looked at it	<input type="checkbox"/>					
- I can find some things	<input type="checkbox"/>					
- I can recite some sections	<input type="checkbox"/>					
Do you have a personal copy of the Acts&Regs?	<input type="checkbox"/>					
Where would a worker be able to find a copy of the Acts and Regs?						
Are you familiar with E-Laws? (If the answer is NO then show them on their phone how to find and use it.)	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>		
Can you explain what Due Diligence is? (General Duty Clause? 25 (2)(h), 27 (2)(c))	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>		
-Record their explanation:						
How would you prove your Due Diligence? What would you provide to a Ministry Inspector?						
Are you aware of your Duties under Section 27 of the Act?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>		
-Record their explanation:						
Have your wokers been informed of their Duties under Section 28 of the Act? Have you reviewed it with them?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>		
How often do you review policies or procedures with your workers?	1-2/month	<input type="checkbox"/>	3-4/month	<input type="checkbox"/>	More	
What are the minimum requirements in Reg 854 for examination of the workplace by the Supervisor? Section 63(1)(2)(3)						
Can you explain your Progressive Discipline Policy?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>		
-Record their explanation:						
Have you reviewed the Progressive Discipline Policy with your workers?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>		
Do you keep notes in an approved format? (Bound pages, numbered, in ink?)	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>		
-Is it possible to review your entries?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>		
-May I take a few pictures to add to my report? (If they consent, assure them they will only be used in the report)	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>		
How is your cross-shift made aware of any uncorrected hazards at the end of the shift? (Looking for the requirement of a Log Book Reg 854 Section 64)						



The Report

- A formal report is provided to the Employer and is discussed with the Supervisor.
- The elements of the report include:
 - Observer notes on wicket interactions, morning safety meeting, and field interactions.
 - All completed checklists and Q/A sheet.
 - Highlights
 - Opportunities for improvement.
 - Additional observations.
 - Sample notebook entries based on the observer's notes and note keeping techniques.



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Questions?



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