



## TIPS FOR COACHING JHA CONVERSATIONS

This document is a culmination of notes and lessons learned over the past two years. Follow these simple steps and reminders and you see a remarkable improvement in the conversations that take place between the crew and crew leader every morning.

This set of steps is designed for the Safety Professional. Of course anyone can lead this effort but the intended on audience for this particular document is the safety leader who is charged with helping the individual crew leaders along their journey.

1. Ask and confirm that the person leading the discussion is willing to receive feedback and coaching.
2. Agree ahead of time to the date, time, location, and number of conversations involved for the coaching session.
3. Create a coaching/media report in SmartTagIt with that person's videos.
4. Arrange a one-on-one coaching session with them.
5. Ensure the coaching environment you establish is positive and caring.
6. Prior to the meeting, watch a number of the videos and recognize behaviors you like in preparation for your coaching conversation.
7. At the coaching session, ask the discussion leader to share what they have learned after completing the first number of agreed upon conversations.
8. Ask the leader what they like about the conversation(s), and what they are already planning to do to improve those conversations.
9. Watch the first video together.
10. After watching the first video, ask the leader to share what they liked and if they noted any opportunities for improvement.
11. Watch two or three additional videos together.
12. Ask the leader if they notice any patterns or similarities or unique conditions between the conversations (videos).
13. Ask the leader, based on the conversation and after watching the videos; what is the one thing that they will work on next? (remember TMV)
  - a. T = Time (The brain engages as soon as you ask questions)

- i. Allow those to ask questions immediately or ask the listener questions immediately
  - b. M = Move around when speaking (The eyes follow movement, which engages the brain)
  - c. V = Variety (change things up, make the conversation different than yesterday)
    - i. i. Get creative to help communicate the message (use props, have others record the JHA video, etc.)
    - ii. Have others/workers facilitate a JHA
- 14. Ask the leader if they would be interested in having a follow-up session, similar to this one, in a couple of weeks?
  - a. If so, schedule a date, time, and location.
  - b. Thank them (provide a gift card or small token of recognition for their effort to get better).
  - c. If appropriate, ask if you can use one of their videos as an example for others to learn from?