

Resilience: A new Approach to Safety

Tanker Operator, Hamburg 18 October 2016

WHY

WE NEED TO ADOPT

A NEW APPROACH

TO SAFETY?

The 3 Pillars of the New Safety Approach

Shell Partners in Safety

Visible Leadership

Reflective Learning

Resilience

What is Resilience?

- Is the ability to bounce from a failure and learn from adversity
- Is an internal check and see what is missing
- Is the art helping you to master change and expand your radius of confidence until the whole world becomes mapped into your awareness

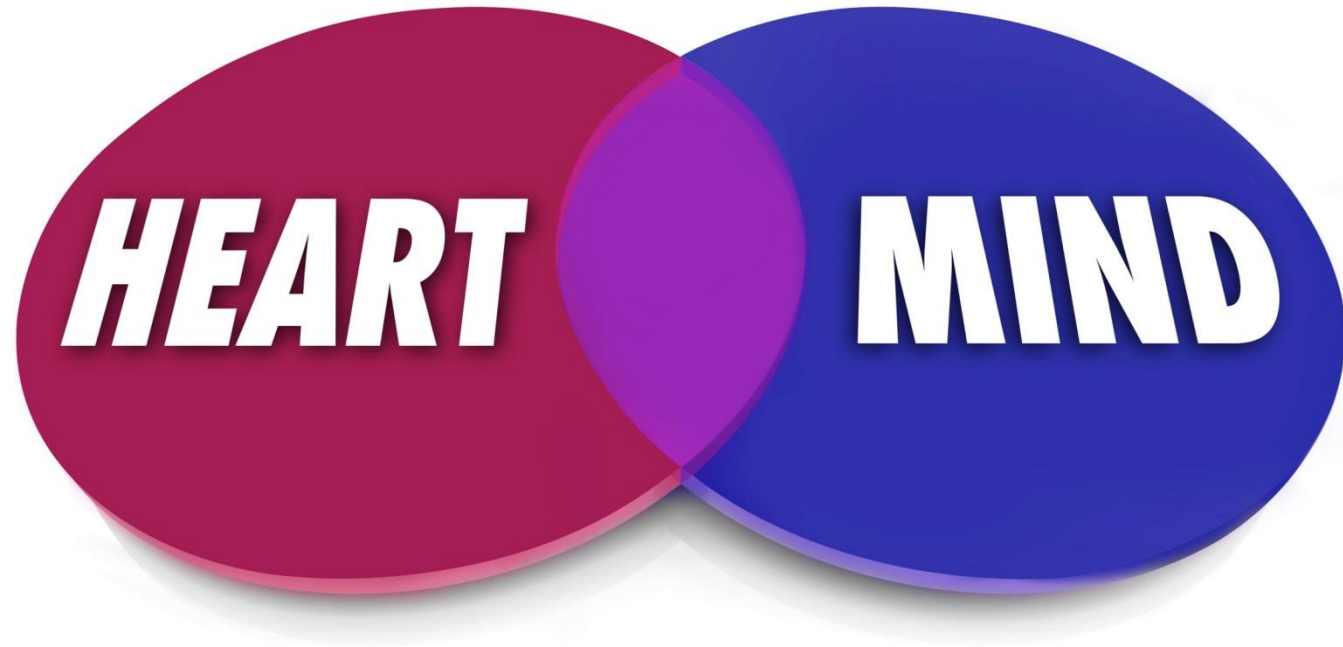
Resilience Champions



But we can be heroes too!



Confidence: Rational Vs Emotional Thinking



I need a mobile phone. Which model to buy ?



Old fashion Nokia
Make calls & send SMS
€25



Samsung Galaxy
Smart phone
€350



Second Hand iPhone4
Smart phone
€160



iPhone 6s Plus
Smart phone
€700

Confidence: Rational Vs Emotional Thinking

I am a new Watch-keeping Officer and I am observing all the fishing vessels around. But is getting busier and a lot of them are making sudden course alterations.

Shall I call the Master ?

A pump important to our operations has vibration levels that have trended upwards over the last few weeks, but has not reached alarm status.

Shall I set the pump off-line ?

Purpose Fullness (Keep Things in Perspective)



Keep Things in Perspective

Situation: *You arrive ready to start your E/R watch. The previous watch was tasked with making the necessary preparations to leave port. When you arrive, you find that this work has not been done. This is the third time this has happened. Now you must complete the work in order to be able to leave port on time.*

**Internal
Monologue:**

1. They knew that it was their responsibility to do this
2. It is not the first time I have been left having to do their work
3. I will be blamed for missing the tide and not leaving on time
4. The previous watch is lazy and incompetent

Keep Things in Perspective - Challenges

Are there any other possible explanations as to why they didn't do it?

Am I focusing on the negatives and ignoring other information?

Am I being too inflexible in my thinking?

Is it as bad as I am making out?

Am I jumping to conclusions without looking at all the facts?

Instead of blaming, shall I ask for help?

Adaptability



Adaptability: Change is a Part of Living

Identify the **risks** of your every day working environment and **adapt** yourself to cope with associated risks. Become **risk-proof**

Change is good when it is **necessary**

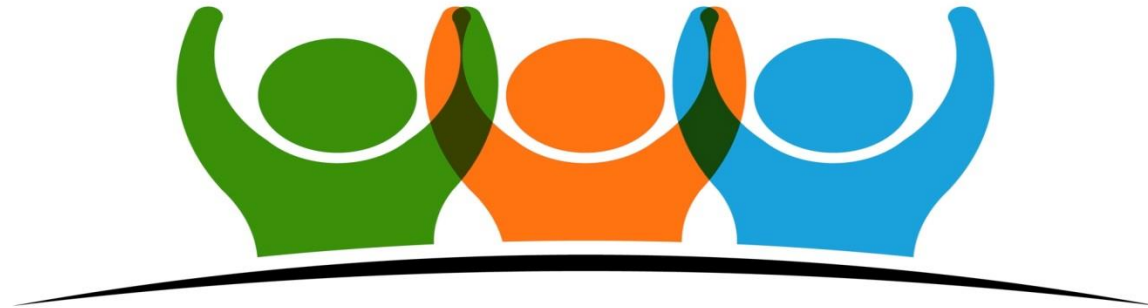
Change is a Part of Living – The Reverse Example

Assume** that the company changes the PPE policy and does not require anymore to wear helmet. **Do you approve this change?

***True
or False?***

- 1. You should not need PPE where there is no risk**
- 2. Walking on deck under a clear sky is not a risk**
- 3. It is uncomfortable and can restrict visibility**
- 4. I can still demonstrate my safety commitment whether I am wearing my helmet or not**

Social Wellbeing



Social Wellbeing: Take Care of Yourself

What does taking care of yourself mean to you?

Taking care of family? Taking care of other crew members?

Why is taking care of yourself important for your home life?

Your life onboard?



TAKE CARE
OF YOURSELF

Developing **Resilience** promotes better safety choices and behaviours to help protect ourselves and each other and achieve a Zero Incident Industry

<Shell Partners in Safety>

Thank you!