



CASE STUDY:

Human Factors Awareness: 'One Team', Enhanced Efficiency And Performance

A large UK-based oil and gas company was looking to enhance the efficiency and effectiveness of its Integrated Collaborative Environment (ICE) Team, a central support organisation which underpins global asset well operations.

The ICE Team is staffed by a cross-functional line-up who work with real time data and information.

Task

The aim of the training was to develop staff to provide better, clearer support to the company assets based around the world. The training was based on human factors awareness which looks at the interplay between team dynamics, organisational and environmental factors and how they affect performance.

Action Taken

Human factors awareness training was introduced for staff at an 'away day' hotel location, with the aim of enhancing individual and team performance and recognising that effective team support creates optimum efficiency for safer, incident-free global well asset operations.

A tailor-made, modular programme helped develop skills in leadership, effective team communications and a 'one team' ethos. Steering clear of traditional outward bound challenges, the training involved interactive team exercises interspersed with theory based training to highlight and enhance the learning.

Results

The result was full participation and engagement from the whole ICE Team comprising a broad cross section of specialists from within oil and gas operations.

Client feedback...

This was the first time we had introduced human factors training for the team in our real time operations monitoring centre. The one-day training was very useful and gave the team an excellent insight into team dynamics and how critical decisions are made. Phil's style is entertaining and engaging and the feedback from the team was very positive.

ICE Team Manager

