



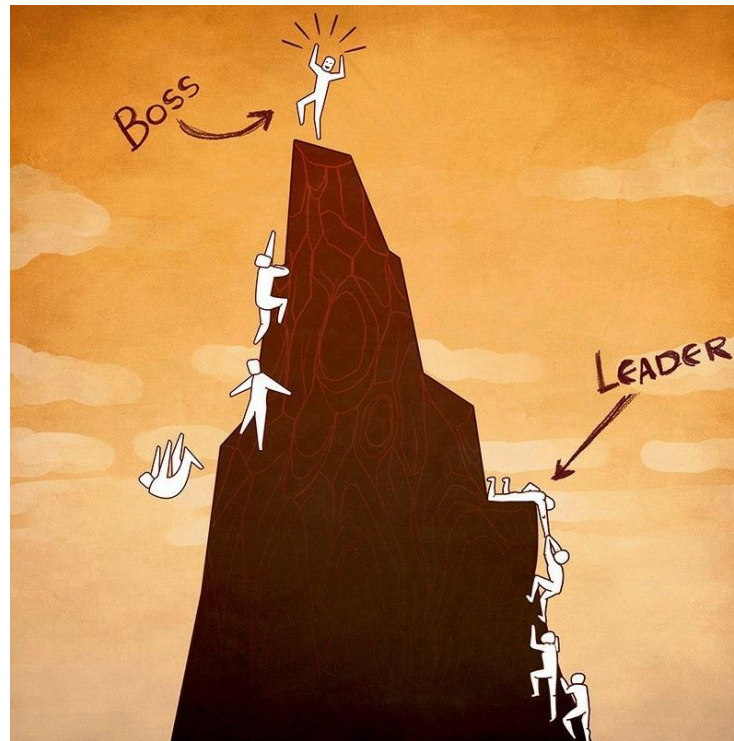
Are you a Compliance Manager or a Leader

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Division Safety Manager
Plains All American Pipeline

What do you see here??



Who are you?



Management vs. Leadership

- Often times the terms leadership and management are used interchangeably yet these two words could not be more opposite in the outcomes they produce within an organization.
- Merriam Webster's Dictionary defines the verb lead as "to guide on a way especially by going in advance," while it defines manage as, "to make and keep compliant."
- Unlike managing, which requires a title to influence compliance, leading simply requires that an individual demonstrate a set of behaviors that inspires others to want to follow. In contrast managing can gain compliance whether or not the individual wants to do what is requested.
- For an organization to meet its full potential in today's environment, focusing on developing leadership behaviors, not management behaviors, may hold the key to that realization.

Management vs. Leadership

- When teaching your required classes are you:
- Reading off the slides?
- Do you know your material?
- Reading off a form that tells you what to say?
- Your knowledge of the task



MANAGERS

Light a fire
UNDER
people

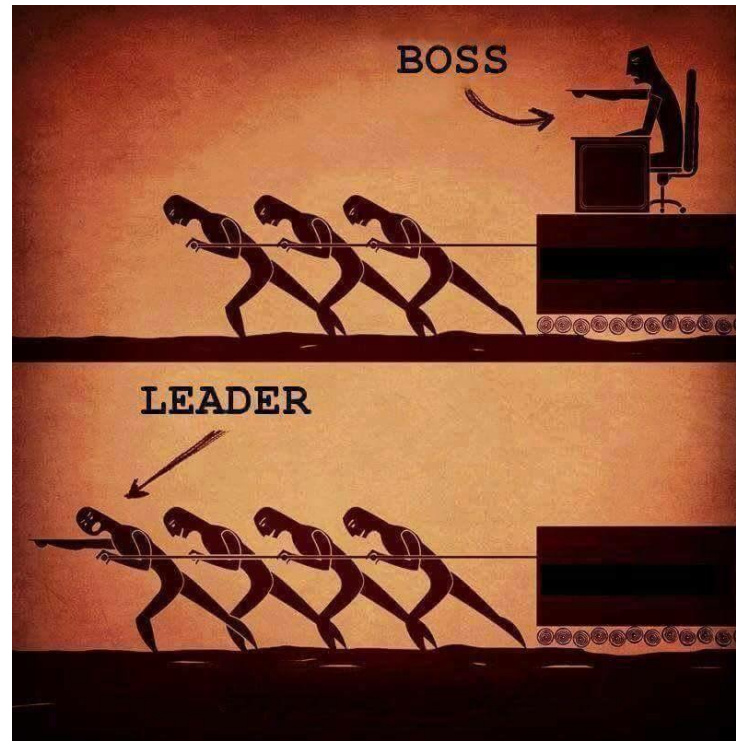
LEADERS

Light a fire
IN
people

Management vs. Leadership

- This is HUGE.....wait for it.....
- Do your people trust you??????????

Who trusts who?



TRUST

- Instead of telling your team to stay safe have a conversation. Don't lecture.
- As an example, we can talk about Lock out Tag out until we are blue in the face, yet we have dealt with or hear about people getting electrocuted or losing a body part because they failed to LOTO.
- Did these people believe/trust?

Now what do you see???



Is Your Behavior Based Program Trusted???

- Is calling a “Behavior the right thing”
- What about Precaution or Action Based
- Think of it this way...When was the last time that someone said, “ I would like to talk to you about your behavior” and it turned out to be a positive conversation?

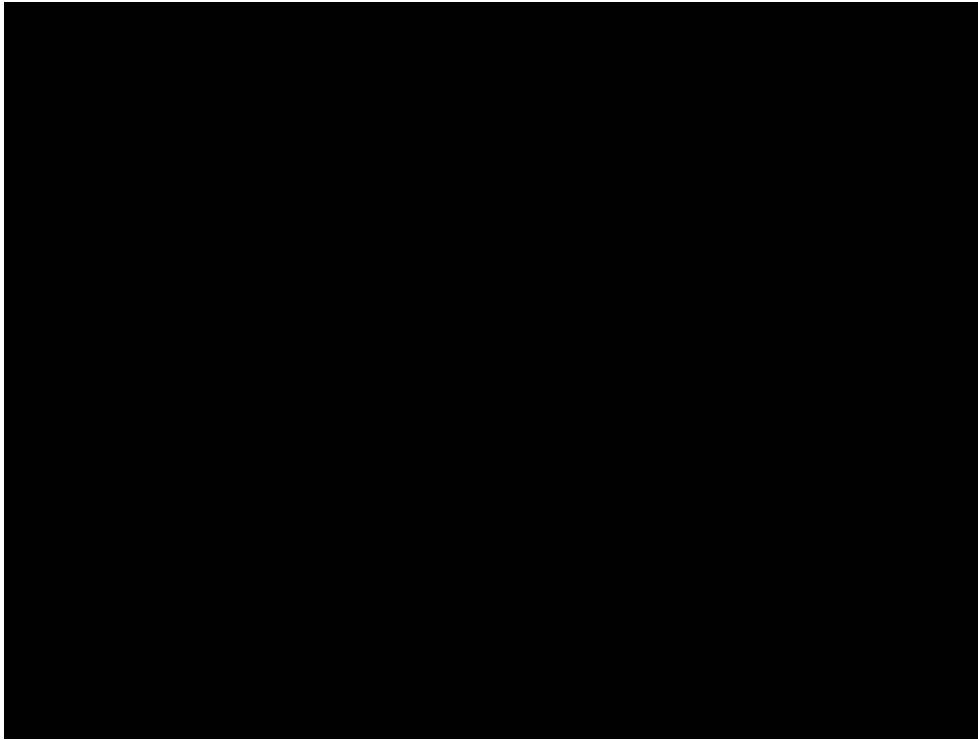
The 4 c's..behind a successful and trusted program

- Communication
 - Is it effective, how are we getting the message across
- Consistent
 - Are we saying the same message across the company?
- Clarity
 - Is there any confusion?
- Compassion
 - Do our people trust and believe that we truly care?

What should it be

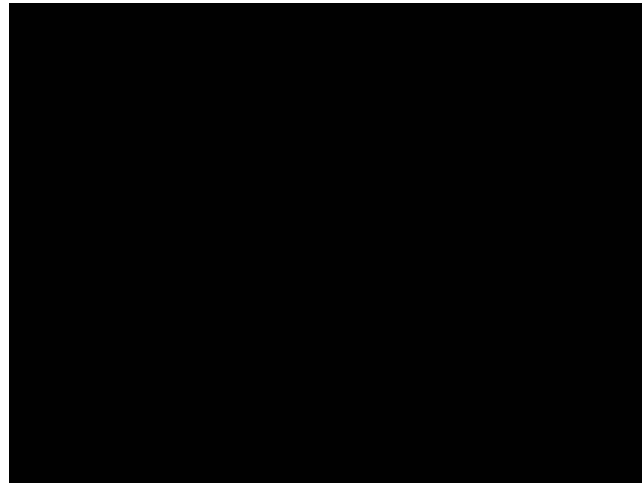
- Your program should measure how your doing as a company and not as an individual.
- No name/No blame
- Should not be able to point an evaluation towards any single person.

Trust



Trust

- Did she truly trust safety? Let's discuss..



Responsibility

- Did the employee believe or trust his training? Lets discuss....

Responsibility



Discussion

- Where does safety begin and end?
- Safety Managers?
- Front Line Supervisor?
- CEO?
- Discussion

End on a fun note!

