



## "Wingman Safety Leadership"

### *How to Build a Safety Culture of Courage at Work and in Life*

#### MISSION OBJECTIVE

- *Deliver an inspirational keynote or half-day safety leadership seminar that focuses on creating a courageous culture of operational excellence, safety and trust.*

#### DELIVERABLES

- *Instill a climate of **ownership** in every employee so that they feel **accountable, committed and responsible** for its safety and success.*
- *Share leadership tools and techniques that can be employed to motivate employees to pursue **operational excellence** at work and off the job.*
- *Help foster an organizational culture where change, collaboration, and innovation are embraced with **courage** and leveraged as a competitive advantage to enhancing safety.*

#### OVERVIEW

In the world of the fighter pilot, complacency kills. A failure to adhere to standards, maintain discipline and follow procedures not only can cause aircraft mishaps, but it can also cost lives. The same holds true in a factory, plant, or on a dangerous worksite. Employees who lack attention to detail, focus, and discipline can make mistakes which can negatively impact safety, productivity, operational excellence, and trust. In some cases, it can cost lives.

The key to building a high-performance organization that encourages **operational excellence, effective communication**, and a relentless **commitment to safety** lies with its leadership. In this high-energy program, Waldo shares tools and techniques on how to build cultures of trust, accountability, and courage. What results is a more productive, efficient and safe organization with superior morale that can rapidly overcome challenges in constantly changing and competitive environments.

Waldo will share proven leadership principals based on his experience as a seasoned Air Force safety officer, combat decorated fighter pilot, and experienced businessman. Following Waldo's program, the audience will learn peak performance leadership and safety enhancing tools based on three key concepts:

#### I. **Commitment to Excellence**

- a. Every wingman in your organization must know exactly what and who they are fighting for. They should emulate excellence on and off the job and understand how their unique role in the organization is essential to its safety and success.

## II. Values Based Culture

- a. Integrity, accountability, mutual respect, and teamwork must serve as the foundation for all relationships between employees, partners and clients.

## III. Effective Communication

- a. Leaders listen intently and communicate their safety vision with passion. They promote two-way communication and connect with the hearts of their wingmen.

# SEMINAR OUTLINE

## I. COMMITMENT TO EXCELLENCE

- a. Leaders emulate excellence. Creating a culture of excellence starts with *you*. It's about being fully committed and accountable to your role as a leader, and growing personally and professionally, on and off the job.
- b. Core family values are foundational to building cultures of trust (i.e. work ethic, integrity, loyalty, and accountability)
  - i. Whose values are you shaping? Who depends on you at work?
- c. Leaders influence behaviors and set the tone of safety.
- d. Commitment to safety is only tested when the “fun” stops – when something influences your judgment, and you are tempted to break a safety rule because you're under pressure to perform. Great leaders resist the temptation to become complacent, understanding their actions affect their co-workers along with their family, children, and loved ones.

## II. SERVICE BEFORE SELF

- a. Great leaders *care* about their people and put others first.
- b. Empathetic leaders create environments where others can come to them for help, admit a safety violation or even call out a potential safety problem.
- c. What questions do you ask your wingmen when they walk into work? Perhaps they are experiencing a personal challenge or are distracted due to a health, family or relationship issue?
- d. *Leaders encourage* and lend support to others. This improves morale and gets wingmen to work harder to follow the rules and minimize safety violations.

## III. COLLABORATION AND TRUST

- a. Fighter pilots never fly solo. We always fly as a team to provide mutual support and cover each other's blind spot by checking each other's six - directly behind the aircraft at the “six o'clock” position
  - i. This is where we are *most vulnerable* because we can't see the threat directly behind us.
- b. Collaborative organizations promote a “check-six culture” of integrity, teamwork, and mutual support, where they call out “threats” and possible safety violations.
- c. If you are experiencing a problem that you cannot see on your own, a good wingman will intervene and help you because he has your best interest in mind.
- d. A check six culture of safety means everyone is *coachable and approachable*. They facilitate an environment for others to admit when they mess up.

## IV. OPEN COMMUNICATION

- a. Great safety cultures facilitate **open feedback** where others are willing to tell you *what you need to hear, and not what you want to hear*.

- b. In addition to cautioning those operating at-risk, it's important to *praise* those who regularly do their jobs safely. This builds a positive safety culture and increases the likelihood these work practices will be performed safely in the future.
- c. Companies can improve their safety culture by providing *sound guidelines to improve safety-related communication*. By providing and receiving safety feedback more effectively – including corrective feedback (for at-risk behavior) and praise – the workplace can be safer and develop higher morale.
- d. Great leaders ask questions and are approachable. They also acknowledge and appreciate their teammates and *unsung heroes* for their efforts and sacrifices.
- e. Finally, be **willing to ask for help**. We all experience bad days. Be vulnerable and have the courage to request assistance if you need it.