



## *21<sup>st</sup> Century Safety Culture Webinar Series*

Culture is a powerful force that often trumps policies, procedures, and the best plans of organizational leaders. Think of it as a fast-flowing river, that sweeps everything downstream in its hydraulics. If it is a positive force, things are easy. If it's not, positive change is nearly impossible. In this one of a kind webinar series, we will take this powerful force head on, describing in detail what it is, and more critically, how to shape your culture to work for you, instead of against you.

Each webinar will contain tips and tools for improving your culture. All participants will take every class, but based on your survey results you will know where to focus more of your cultural improvement efforts.

We know your time is value and it's hard to give up an hour of your time every week on a set day and time. With that in mind we have a new delivery system.

1. This series kicks off with a quick online survey for your team. You will receive the results of the survey and a Convergent Performance expert will help you interpret the data in a quick 30 minute or less phone call.
2. The first module will be a live webinar to introduce you and your team to the subject matter expert and dive into the material.
3. The following two modules will be delivered as a weekly recording allowing you to train at your own convenience. See delivery schedule below.
4. The final webinar will be live with an opportunity to answer questions that have been emailed during the series or for your team to ask live.
5. Each webinar is approximately 45 minutes.
6. The live versions and recordings will be available for 60 days for your team to catch up and watch at should their schedule not allow them to watch live/the week the recording was sent out via email.
7. Each module will have a handout to easily keep notes.
8. There will be a brief test mid-way through the series and at the end of the series. After both are completed successfully Convergent Performance will email the POC the certificates of completion for the employee's file.

From the comfort of your location, learn the latest knowledge, case studies, tools, and techniques provided by industry-leading experts from Convergent Performance. This one-of-a-kind series includes the following 4-sessions:

*\*please note your time zone for the live webinars.*

Webinar	Description	Live Air Date
<b>Safety Culture Survey</b>	Survey open for completion by all flight department employees thru 1 Mar 2019.	<b>Results delivered week of 4 Mar 2019</b>
<b>Safety Culture 101: Understanding Culture and its Implications on Performance</b>	In this first live webinar, we will dive into the deep end of the culture wars that go on in organizations, explain what cultures actually are, how they form, and how they change. Using case studies and simple language, we will blow away the smoke and participants will comprehend the vital importance of shaping positive cultures through everyday actions.	Wednesday 13 Mar 2019 8:00 AM PST 9:00 AM MST 10:00 AM CST 11:00 AM EST
<b>Safety Culture 102: Reversing Negative Cultural Norms</b>	In this module, we take on the gargantuan task of reshaping negative cultures into positive ones through intentional management and line actions. Barriers and negative influences are identified, and one by one, we show you how to overcome these serious challenges to your operation.	Delivered via email week of 18 Mar 2019
<b>Safety Culture 103: Sustaining your Safety Culture</b>	Formal and informal leaders within your department are equally vital to sustaining a successful safety culture. Utilize principles of Professionalism, Empowered Accountability, and Individual Responsibility to continue to improve your culture and finally break out of the <i>grip of mediocrity</i> in terms of safety and individual performance.	Delivered via email week of 1 Apr 2019
<b>Safety Culture 104: Habits are Better than Rules</b>	Once you have all the pieces in place, and a formalized system to manage your safety culture, its then time to put it in practice. Learn why the habitualization of a proactive safety culture is far more effective than a multitude of rules, and will keep your safety culture successful in the long run.	Wednesday 17 Apr 2019 8:00 AM PST 9:00 AM MST 10:00 AM CST 11:00 AM EST

For more information or to sign up, please email Paul Ratte, USAIG’s Aviation Safety Programs Director, at—[safety@usaig.com](mailto:safety@usaig.com)—or call 212.859.3856

### **Program Overview: Quality – Convenience – Cost Savings**

This combination of live and recorded webinars series is a comprehensive curriculum designed to provide flight departments with a world-class understanding of safety culture and how a successful one can elevate your department to new levels of performance.

### **Why participate in the 21<sup>st</sup> Century Safety Culture Webinar Series?**

The answer is simple: a cost effective and high impact training series to improve the performance of your safety culture. Culture is one of those soft words people throw around haphazardly, without a full understanding of its meaning or power. It’s been described vaguely as “the way things are done around here.” Not good enough by half. This series will provide you with the knowledge and tools you really need to improve the performance of your safety culture right now, and sustain it in the future.