



Results Story

CAVU's coaching program instills a culture of safety and continuous improvement throughout the workforce on a global client's rig by linking Safe Choice and the six critical skills of Crew Resource Management (CRM) with practical application on the rig.

Challenge:

A client's rig off Newfoundland, Canada was dealing with enormous turnover with "green hats" in entry level positions, such as roughneck or roustabout, and also in key positions, like toolpusher. The rig was suffering from a string of recordable incidents under the previous client, and its overall performance rank was 35 of 53 rigs in the contractor's fleet.

Actions:

In order to address these challenges, CAVU coaches mentored and worked with the entire crew (employees, contractors, and subcontractors) in implementing both ExxonMobil's Safe Choice program and the six critical skills of CRM, to instill a culture of continuous improvement. CAVU had a continuous presence with 2 coaches back to back from March to November 2019 and has been asked to maintain an intermittent (or gapped) presence on the rig through the end of the campaign.

Specifically, CAVU helped the team to develop its own version of a Plan/Brief guide that implemented much needed structure to how the crew planned jobs and how they communicated their planning.

CAVU also led the crew through a series of Leadership Development Workshops through which the crew identified their top 10 successes and challenges. With the top 10 identified, CAVU coaches spoke with each leader from the frontline supervisor to the company man level. They met individually and helped develop Individual Action Plans that laid out what each individual will do to reinforce the top 10 successes and mitigate the top 10 challenges.



RESULTS:

- After 7 months with CAVU onboard, the rig is now ranked #2 of 53 in the fleet, and ranked as the #1 Semi-Sub.
- The crew has developed an operational discipline mindset as represented by CRM and ExxonMobil's own Safe Choice programs.



KEY CAPABILITIES:

CAVU's coaching program provides crew member training, mentoring, and coaching on the fundamentals of operating in an environment where the margin between success and failure is thin, and the consequences of human error are unacceptable. CAVU's focus on Leadership, Process, and Team Behaviors drives team culture, improved operational performance and safety.