



## IOGP 502 – Human Factors Training Course – Aberdeen – May 2016

### Introduction

The importance of non-technical skills to safety and efficiency has long been recognised in high-risk industries such as aviation, mining, rail and healthcare.

To date, the oil and gas exploration and production industry has not paid the same attention to providing training in cognitive, human factor skills such as situation awareness and decision making. Until recent events, such as the blow-outs experienced on the Macondo and Montara wells, the oil and gas industry had not fully recognised the importance of how psychological factors relating to perception and motivation can contribute to safe and efficient operations.

It is now believed that a step-change improvement in operational safety and efficiency of well operations teams (i.e. the full spectrum of drilling, completions, work-overs & interventions), can be achieved through effective development and application of non-technical skills, also known as **Crew Resource Management (CRM)**.

Critical Team Performance (CTP) were contracted by the IOGP's Wells Expert Committee's Human Factors Task Force to prepare an industry-changing recommended practice document that would set a standard for the implementation of Crew Resource Management (aka Non-Technical Skills) in Well Operations Teams.

This work entailed consulting with industry lead practitioners to compile, and then distill and agree, a set of best practices to be applied across the whole industry, i.e. defining the benchmark for the world to follow.

CTP were selected because of their track record in this arena, their understanding of best practices in other industries and also their ability to pragmatically apply theory in a way that audiences are inspired by.

Within CTP, Phil Smith was selected to lead the work. CTP delivered as per expectations, aligning all parties involved with both enthusiasm, determination and flexibility of approach to achieve the shared goal.

I'm proud to say that our industry can be a safer place to work because of the resulting document.

**Gareth Williams**  
Former Chairperson - IOGP WEC Human Factors Task Force



### Offshore Installation Manager.

“ Thanks for the presentations this week. It was very well laid out for the local guys to understand. Lots of positive feedback. I believe that the crews have taken this training in very well. As supervisors, we will encourage everyone to do their checklist prior to doing job task, be aware of their surroundings at all times, and encourage everyone to do a debrief after each tour. By doing this, I believe we will become a more efficient team in regards to safety and productivity. Again we appreciate your time. ”

## Course outline

Crew Resource Management (CRM) is proven to be effective in addressing the human factors and lack of non-technical skills that can lead to major accidents in high risk industries and operations.

Our 3-day course provides a starting point for all oil & gas well professionals to adopt CRM as standard practice to reduce or even avoid the occurrence of major accidents.

## Key Learning Objectives:

**Situation awareness** - Developing and maintaining a dynamic awareness of the situation and the risks present during Well Operations.

**Decision making** -The ability to reach a judgement or choose an appropriate option to meet the needs of an assessed or anticipated situation.

**Communication** - The exchange of information, ideas and beliefs, by verbal and non-verbal methods.

**Teamwork** – The ability to work effectively and interdependently in groups of two or more to achieve a shared goal.

**Leadership** – The ability to successfully influence others to achieve a shared goal by providing guidance, direction, coordination and support.

**Factors that impact human performance** – These include stress, fatigue, health, distractions and environmental stressors arising from many internal and external sources.

## Who should attend:

Machine Operator	Supervisors	Support
<b>Driller</b>	<b>Toolpusher</b>	<b>Roughneck</b>
<b>Assistant Driller</b>	<b>Company Man/Drilling Supervisor</b>	<b>Derrickman</b>
<b>Coiled Tubing Equipment operator &amp; Assistants</b>	<b>Offshore Installation Manager (OIM) (marine and drilling)</b>	<b>Mud Logger</b>
<b>Snubbing Equipment Operator &amp; Assistants</b>	<b>Barge Engineer</b>	
<b>Slickline Equipment Operator &amp; Assistants</b>	<b>Drilling Supervisor</b>	<b>Drilling Fluids Engineer</b>
<b>E-Line equipment Operator &amp; Assistants</b>	<b>Drilling Engineer (rig based)</b>	<b>Geologist (rig based)</b>
<b>Well Test Work Crew</b>	<b>Well Intervention Engineer (rig based)</b>	<b>Well Intervention work Crew</b>
	<b>Well Service Supervisor</b>	<b>Cementer</b>
	<b>Well Test Supervisor</b>	<b>Crane Operator</b>
	<b>Coil Tubing Supervisor</b>	<b>Subsea Engineer</b>
	<b>Slick line Supervisor</b>	<b>BOP/LMRP Engineer</b>
	<b>Completions Supervisor</b>	
	<b>E-Line Supervisor</b>	
	Drilling Superintendent	Well Integrity Engineer
	Rig Manager	Production Supervisor
	Senior Drilling Engineer	Drilling Manager
	Drilling Engineer	Petroleum Engineer
	Senior Completions Engineer	Operations Geologist
	Completions Engineer	Reservoir Engineer
	Senior Well Intervention Engineer	Sub Surface Lead/Manager
	Well Intervention Engineer	

**Bold** indicates those roles that are rig-based and should be top priority for CRM training

## Course delivery

Aberdeen, 3 days, Tuesday 17<sup>th</sup> May – Thursday 19<sup>th</sup> May 2016.  
The course is also offered on an 'in-company' basis. Please contact us direct.

## Cost

3- days - £1500 + VAT includes lunch & breaks  
Discount available for block bookings.

## Contact us

For further information or to register your interest please contact:

Scott Carr  
Relentless Pursuit of Perfection Ltd  
e-mail: [scott@rp-squared.com](mailto:scott@rp-squared.com)  
tel: 07710142594  
skype: scott.carr l

## Our Faculty

### Phil Smith, Facilitator and Human Factors Professional

Phil has had a passion for Human Performance training for over 20 years. Phil believes in the knowledge that teams and individuals operating in critical environments can benefit from increased awareness on how to tackle the issues surrounding Human Error.



Phil gained his training and coaching experience within the Royal Air Force as the Senior Instructor at the Logistic Officer Training School; he also served in the role of an operational crewman on Hercules and Chinook aircraft in several theatres of action.

Phil was commissioned by the International Oil and Gas Producers Association to work with an industry-wide stakeholder group to write a Global Recommended Practice for Well Operations Human Factors Training, this was released in late 2014 (IOGP Doc 502).

Phil has a proven track record of delivering excellent, bespoke training packages to world-class organisations around the globe in Oil & Gas, High Threat Bomb Disposal and Search, Commercial Aviation, Surgical & Critical Healthcare Teams.

## Testimonials

*“Course material and presentations were put over extremely well. Very interesting. Best course I have been on in many, many years – thanks.”*

**25 year Wireline and Perforating, Halliburton.**

*“Delivery of course content and bringing the concepts to the oil and gas industry was excellent – continue with the great work!”*

**Drilling Services.**

*“The crews and myself enjoyed the presentations on checklists, situational awareness and briefing/debriefing. All subjects we can and will use in our day-to-day work, and I am sure we can do a better job now with the tools you demonstrated. It is now up to us, the supervisors, to implement the tools and keep the momentum going.”*

**Drilling Supervisor.**

## Our clients

