MERCURY

Safety Culture Leadership for Supervisors and Team Leaders

29 March – 2 April 2027
New York (USA)



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Safety Culture Leadership for Supervisors and Team Leaders

Ref: 121235_1081586 **Date:** 29 March – 2 April 2027 **Location:** New York (USA) **Fees:** 7900 Euro

Safety Culture Leadership for Supervisors and Team Leaders is a one-week course for the people who run shifts, crews and work teams and set the tone for safety every day. You practice safety conversations, observations, coaching of at-risk behavior and short toolbox talks, and you leave with your own Team Safety Leadership Plan for the next ninety days. The course is delivered by Mercury Training Center.

About This Course

Front-line teams copy what their supervisor does, not what the policy says. Shortcuts, unreported near misses and silent hazards usually start where the supervisor looks away. You should already lead a team or shift. You practice through role-plays, observation walks, coaching drills and team culture scoring.

Who It Is For

- Staff who supervise a shift, crew or production line and sign off daily work.
- Team leaders who assign tasks in high-risk operations and check how they are done.
- Safety coordinators who support line supervisors on the floor and on site.
- HR and training staff who prepare new supervisors for their first leadership role.

This course is not for HSE managers who design an organization-wide culture change, who are better served by a longer culture development course. It also does not suit staff who need technical hazard training such as permits or lifting, which a specific technical safety course covers.

Competencies You Will Build

- Visible Safety Leadership: you open each shift with a clear risk message and follow it up in the field.
- Safety Observations: you watch a task, note safe and at-risk acts and discuss them on the spot.
- Coaching At-Risk Behavior: you correct a shortcut without blame and agree a safer way with the worker.
- Encouraging Reporting: you thank people for near-miss and hazard reports and act on them visibly.
- Recognition and Accountability: you recognize safe work and hold everyone, yourself included, to the same rules.
- Culture Reading: you place your team on a maturity ladder and pick the next step up.

What You Will Be Able to Do

By the end of the course you will be able to:

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- Given a short video of a task, record safe and at-risk acts on an observation card and choose what to discuss.
- From a near-miss report, run a five-minute team conversation that identifies the cause and one fix.
- Using the Hudson safety culture ladder, score your team and name the behaviors that would move it one rung.
- Given a worker who repeats a shortcut, plan and rehearse a coaching conversation that ends with a commitment.
- From your team's incident and observation data, select two leading indicators to track.
- Using a toolbox talk template, prepare and deliver a talk on a current hazard.

Course Content

Day 1: What Safety Culture Looks Like on the Floor

- Components of Safety Culture: Values, Beliefs and Daily Behaviors
- Hudson Ladder and Bradley Curve Maturity Models for Team Self-Assessment
- How Supervisor Behavior Shapes Crew Behavior
- Link Between Culture, Near Misses and Incident Rates
- Team Culture Survey and Scoring

Day 2: Visible Leadership and Communication

- Pre-Shift Briefings and Risk Messages
- Toolbox Talk Planning and Delivery
- Leader Safety Walks and Field Conversations
- Building Trust and Psychological Safety in Crews
- Speak-Up and Stop-Work Authority in Practice

Day 3: Observations and Behavior-Based Safety

- ABC Model of Antecedents, Behaviors and Consequences
- Observation Cards and Critical Behavior Checklists
- Coaching Conversations for At-Risk Acts
- Positive Recognition of Safe Work
- Avoiding Blame and the Just Culture Approach

Day 4: Reporting, Learning and Engagement

- Near-Miss and Hazard Reporting That Gets Used
- Quick Team Reviews After Incidents and Near Misses
- Risk Assessment Involving the Workers Who Do the Job
- Safety Champions and Employee Participation
- Leading Indicators, Audits and Simple Team Dashboards

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Day 5: Safety Leadership Practice for Your Team

- Exercise: Field Observation and Coaching Role-Play
- Exercise: Delivering a Toolbox Talk With Peer Feedback
- Exercise: Scoring a Team on the Culture Ladder
- Sustaining Habits Through Changes in Crew and Workload
- Completing Your Team Safety Leadership Plan

Case Studies and Exercises

The following are suggested activities.

- Case study: On a construction site, a crew keeps working at height without tie-off when the supervisor is away; you decide how to change the behavior and what to check.
- Case study: In a manufacturing plant, near-miss reports have stopped; you find out why and plan how to restart reporting.
- Exercise: For an oil and gas maintenance team, you prepare a toolbox talk on a recent hazard.
- Exercise: For a warehouse shift, you run an observation and coaching round on forklift and pedestrian movements.

What You Take Back

You return with your Team Safety Leadership Plan, built for your own team. In your first month back you use it to start daily briefings and weekly observations, coach at least one at-risk behavior, and score your team again to see whether it has moved.

- A team culture baseline score.
- A briefing and toolbox talk schedule.
- An observation and coaching routine.
- Two leading indicators and how to track them.

Quick Answers FAQ

What do I need before Safety Culture Leadership for Supervisors and Team Leaders?

You need to lead a team, crew or shift, or be about to. Basic knowledge of your site's safety rules is enough; the course focuses on how you lead, talk and coach rather than on technical regulations.

How does supervisor safety leadership training differ from a safety culture development course for managers?

Supervisor training works at team level: briefings, observations, coaching and recognition on the floor. A culture development course for managers works at organization level, designing systems, surveys and change plans across sites.

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Why do workers take safety shortcuts even when they know the rules?

Shortcuts usually save time or effort and rarely cause harm in the moment, so they become habits. When supervisors overlook them or reward speed, the habit grows. Regular observation, coaching and recognition of safe work change the consequences that drive the behavior.

What do I take back from safety culture training for supervisors?

You take back a Team Safety Leadership Plan with a culture baseline, briefing schedule, observation and coaching routine and two indicators to track, ready to use with your team.

For Your Manager

After this course the team member can lead daily safety conversations, run observations, coach at-risk behavior without blame and encourage reporting in their team. They bring back a Team Safety Leadership Plan with a culture baseline and indicators, first used in the next shift briefings and the first weekly observation round.