

CASE STUDY:

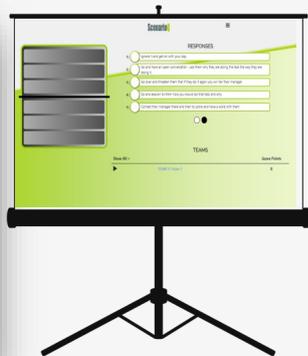
Developing human performance using games.



Two engaging games-based training modules were developed in collaboration with AIR BP in order to help further develop human performance within AIR BP. The AIR BP case study illustrates the benefits of a games-based approach in creating conversation and memorable learning experiences.

Background

Air BP are one of the world's largest aviation suppliers. They provide 6.6 billion gallons of aviation fuel a year in over 800 locations and in 55 countries. AIR BP were looking for an engaging way to introduce human performance concepts and create discussion about the impact of Performance Shaping Factors (PSFs) on safety performance with their refuelling staff and site management. The game was to be delivered globally by internal facilitators.



The close collaboration between Air BP and Caspian has enabled us to approach training of operational staff and front line leaders in a way which allows them to develop a deeper understanding of the impact of performance shaping factors (PSF) on safety performance, using games to help deliver the key learning outcomes.

Didier Gaudillat, Global HSSE Leader, AIR BP

The Solution

Developed in collaboration with Air BP the games-based modules offer an engaging way of meeting these objectives. After some initial site visits and discussions with AIR BP staff Caspian Psychology developed two games.

For the first game, **SCENARIOQ**, Caspian Psychology worked closely with AIR BP staff to develop 8 situational judgement assessments and internal experts rated the effectiveness of the various responses, This was then turned into an 8-question scenario quiz game. This game enabled facilitators to:

- **Explore realistic work scenarios**
- **Discuss in detail why some responses might not have the intended impact**
- **Identify the kind of responses that will support human performance.**

The second game, '**Safe Road to Refuel**' is a team game that involves participants attempting various tasks under different conditions (PSFs). The game allows AIR BP to:

- **Clearly illustrate how PSFs such as distraction impact performance.**
- **Start discussions on how each PSF impacts refuellers in their work**
- **Introduce a set of human performance behaviours**

In order to make a more lasting impact this training initiative was followed up with regular workplace discussions about the positive use of strategies to manage difficult scenarios.