Achieving Health and Safety Culture Excellence

using the Hearts & Minds Toolkit



This 5-day intensive training course will equip participants with the fundamentals of Health and Safety culture change, focusing on the various stages of a culture change programme, from design to implementation and review.

BUSINESS MANAGEMENT SERVICES CONSULTANCY LTD
www.bmsconsultancy.com

SUMMARY

Format: In-Person and Online

Duration: 5 days

Dates:	Venue:	Fee (In-person):	Fee (On-line):
24 – 28 Nov 2025	Johannesburg, South Africa	$4,950	$2,950
2 - 6 Feb 2026	London, United Kingdom	$5,950	$3,950
20 – 24 April 2026	Casablanca, Morocco	$4,950	$2,950
20 - 24 July 2026	Abu Dhabi, UAE	$5,950	$3,950
16 – 20 Nov 2026	Johannesburg, South Africa	$4,950	$2,950

PROGRAMME OVERVIEW

Championing an open and supportive workforce culture is essential to decreasing workplace absenteeism, increasing productivity and reducing accidents. This is particularly important in major accident hazard industries, like the oil & gas, energy, maritime, aviation, telecom and major hazardous industries, where there are high safety risks and possibilities for human error, which means communication between teams and risk-aware strategies are essential.

This interactive training course will teach delegates the fundamentals of improving Health and Safety culture using the award-winning “Hearts & Minds” toolkit. It will teach the fundamentals of safety culture change, focusing on the various stages of a culture change program, from design to implementation and review. The Hearts & Minds Toolkit enables you to aspire towards attaining a truly proactive and generative approach to Health and Safety management in your organization.

WHO SHOULD ATTEND?

The programme is designed for Senior Executives, Chiefs, General Managers, Head of Departments, Managers, Deputy Managers and Officials with responsibilities for or interest in:

- Health & Safety
- Medical and Occupational Health
- Environment and Climate Change
- Sustainability and ESG
- Fire Services, Disaster, Emergency and Risk Management
- CSR, Community & Stakeholder Engagement, Public Affairs, Communications
- Human Resources, Training & Development, Labour Representatives,
- Projects and Programmes
- E&P, Operations, Process, Plant, Refining, Storage, Engineering, Technical, etc
- And anyone interested in learning more about designing a culture change programme

WHAT IS HEARTS & MINDS?

The Hearts & Minds toolkit is designed to help organizations to improve their Health and Safety performance by;

- Leading the way – help management understand their role on the 'route to the top' of the Health and Safety culture ladder
- Providing the process and tools to facilitate safety culture change and improvement
- Intrinsically motivating the workforce to do the right thing, and establish a Goal-Zero mindset

The Hearts & Minds Toolkit enables you evaluate your current safety culture, identify gaps and develop a roadmap towards achieving a truly proactive and generative approach to Health and Safety management in your organisation. Learn more by visiting the Hearts & Minds website and freely downloading the Winning Hearts and Minds Roadmap.

Facilitated by accredited consultants of the Energy Institute, the course will:

- Teach the fundamentals of safety culture change, including consideration of the various stages of a culture change program, from design to implementation and review
- Provide an overview of the Hearts & Minds toolkit and allow delegates to appreciate the appropriateness of tools from the Hearts & Minds toolkit to their business
- Allow delegates to learn from some of the leading experts in safety culture change.

Illustrated with case studies and examples from the course facilitators' own experiences, delegates will also have the opportunity to create their own bespoke safety culture improvement plan for implementation in their own organizations.

LEARNING OUTCOME

By the end of this course participants will:

- Understand the safety culture change, their role in its rollout and sustainability
- Create enthusiasm and motivation within the organization for safety culture change
- Have an appreciation of the Hearts & Minds 'ethos', and be able to lead Hearts & Minds workshops in your own organization
- Understand the different Hearts & Minds tools and their use

Delegates will be provided with:

- The Hearts & Minds toolkit
- The workshop slides (e-packs)

PROGRAMME OUTLINE

Module 1:

- Introduction to Hearts & Minds Program – winning hearts and minds
- Understanding Your Health and Safety Culture
- Introduction to the Hearts and Minds Toolkit
- Website and other support materials
- Q&A and task review

Module 2:

- Leadership and Culture
- Understanding Your Health and Safety Culture Exercise
- Presentation, breakout group discussion and feedback
- Guided run-through of Making Change Last tool
- Q&A and task overview

Module 3:

- Risk Assessment Matrix – bringing Health and Safety Management System to life
- Working Safely
- Rule of Three – situation awareness
- Managing Rule Breaking (Making Compliance Easy)
- Q&A and task overview
- Facilitation advice and practicalities

Module 4

- Learning From Incidents (LFI)
- Improving Supervision (IS)
- Presentation, break out group discussion and feedback.
- Preparation for Modules 5 and 6 – Running a Hearts and Minds workshop
- Q&A and task overview

Module 5:

- Nominated participants lead a supported run-through of the IS workshop
  - includes: Presentation, workshop exercises, with all training participants
- Discussion and Q&A about the IS tool
- Q&A and task overview

Module 6:

- Nominated participants to lead a supported run-through of the Managing Rule Breaking workshop
  - includes: Presentation, workshop exercises, with all training participants
- Discussion and Q&A about the MRB tool
- Retrospective overview of entire course and final Q&A.

Assessment:

In order to achieve a course pass, attendees will be assessed on the following items:

- Development of a (real or hypothetical) Hearts & Minds program plan for culture change
- Active participation in Hearts & Minds workshops and delivery of an exercise from the Hearts & Minds toolkit.

RELATED HEALTH SAFETY ENVIRONMENT SUSTAINABILITY & COMMUNICATIONS PROGRAMMES

Below are selections of our Health, Safety, Environment, Sustainability & ESG, Communications, Community and Stakeholder Management training programmes. Please contact us if there is a training programme you like more information on, or you do not see listed below.

Environmental, Social and Governance (ESG) and Sustainability

- ESG and Sustainability Masterclass
- Sustainability Leadership
- ESG / Sustainability Reporting
- ESG - Decision-Making and Management Reporting
- Sustainability and ESG for Boards and Senior Executives
- Developing & Implementing an Effective Sustainability Strategy
- Sustainability Communications
- GRI Standards Certified Training on Sustainability Reporting
- Impact Measurement & Management

Environmental and Climate Change Management

- Environmental Management Best Practice in Oil, Gas & Petrochemical Industries
- Environmental Policy Development, Monitoring & Evaluation
- Carbon & Energy Management
- Advanced Wastes Management
- Hazardous Waste Management and Pollution Prevention
- Environmental Impact Analysis
- Environment and Sustainable Development for the Oil, Gas & Petrochemical Industries
- Pollution Prevention and Management
- Oil Spill Response and Management
- Energy, Carbon and the Environment
- Sustainable Development, Environment and Climate Change

Communications, Community and Stakeholder Management

- Masterclass in Corporate Communications for Oil, Gas & Energy Industries
- Masterclass in Brand Strategy and Management for the Oil & Gas Industry.
- Community Relations & Engagement for Oil &Gas Industry
- Community & Stakeholders Consultation Masterclass
- Effective Community & Stakeholders Engagement
- Communities and NGO's Engagement in Environmental Protection and Development
- Community & Stakeholders Engagement in Pipeline Monitoring and Protection

Health Safety Environment

- Achieving Safety Culture Excellence – using Hearts & Minds Toolkit
- HSES Briefing for Senior Executives & Managers
- HSE Management Auditing, Hazard Identification and Inspection
- HSE Management Best Practice in the Oil, Gas & Petrochemical Industries
- Risk Assessment and Risk Management
- Accident and Incident Investigation, Reporting and Management
- Advanced Risk Assessment, Incident Investigation and Root Cause Analysis
- Process Safety Management
- Advanced HSE Management
- HSE Management Best Practice for Petroleum Products Depots / Tank Farms
- Petroleum Products Storage, Handling & Transportation
- Road Traffic Safety Management
- Developing an Effective HSE Culture
- Emergency Response Planning and Management
- Emergency /Crisis Communications Management
- Pipeline Safety and Security Management

PROFESSIONAL CERTIFIED COURSES

International Standard Organisation (ISO)

- Occupational Health & Safety Management System Lead Auditor ((CQI & IRCA Certified)) ISO 45001:2018
- Environmental Management System Lead Auditor (CQI & IRCA Certified) ISO 14001:2015
- Quality Management System Lead Auditor (CQI & IRCA Certified) ISO 9001:2015
- Energy Management System Lead Auditor (CQI & IRCA Certified) ISO 50001:2018
- Business Continuity Management System ISO 22301:2019 Lead Auditor (CQI & IRCA Certified)
- Risk Management System ISO 31000:2018
- Compliance Management Systems ISO 19600:2014
- Collaborative Leaders Course ISO 44001
- Effective Governance Management Systems BS 13500:2013

National Examination Board In Occupational Safety & Health (NEBOSH)

- NEBOSH International Technical Certificate in Oil and Gas Operational Safety
- NEBOSH HSE Certificate in Process Safety Management

ABOUT US



Business Management Services Consultancy Ltd (BMS)

BMS Is an established international firm that specialises in providing learning & development, capacity building and consulting services.

Our extensive track record spans more than two decades. For this time, we have been designing and providing leading-edge learning & development and consulting service solutions to clients across sectors and industries. Our global experience and local knowledge has played a part in making us a trusted partner and preferred choice by many of the world's leading corporations.

With specialists' staff and associates, as well as strategic partnership with top academic institutions, professional bodies, business networks and corporate organisations, we have access to the best and latest expertise. As such, we are uniquely placed to provide a fully integrated response to our clients' needs, whether this is to: develop and manage projects; provide institutional and human capacity strengthening programmes or manage risk.

With roots in the United Kingdom and presence in five regions of the world: Europe, Africa, America, Asia and Middle East we are in a strategic position to provide clients with flexible and responsive professional services to meet the evolving needs of the ever changing and dynamic world.

Our long and successful involvement with the private sector, government ministries, departments and agencies, international development institutions and civil society organisations across the globe, demonstrates our capability to work across industries, sectors and cultures. Some of our clients includes:

ACP Secretariat, Belgium, Addax, Agip, Arab Shipping Company, Australian Maritime Safety Authority, Aviva, BAE Systems, Bahamas Maritime Authority, Bank of England, Barbados Port Authority, Bristow Norway, British Broadcasting Corporation (BBC), British Council, British Gas, British Museum, Cairn Energy, Centrica, Chevron, Coca Cola, Department for International Development UK, Department of Communications South Africa, Department of Energy and Climate Change UK, Dublin Airport, EDF Energy, Eni Oil (Italy), European Commission, Federal Ministry of Finance Nigeria, Federal Ministry of Science & Technology Nigeria, Financial Services Authority UK, Grenada Ports Authority, Halifax Bank of Scotland, Kuwait Oil Tanker Company, London Borough of Lewisham UK, London Transport, Luanda Refinery, Maritime and Coastguard Agency, Namibian Ports Authority, National Health Service (NHS) UK, Nigerian National Petroleum Company (NNPCL}, Nobel Oil Group, Royal Bank of Scotland, Royal Borough of Kensington and Chelsea, Sasol, Shell, South African Maritime Safety Authority, Total, Victoria and Albert Museum UK, World Bank

WHAT MAKES OUR LEARNING PROGRAMMES UNIQUE?

Our Learning approach is based on the three pillars of learning excellence, these are: **Relevance, Quality and Impact.** The approach offers a new breakthrough learning experience: it has 10 ingredients that mark the BMS' learning activities and, together, differentiate us from other learning organisations and institutes.

Our training address relevant issues that affects participants and their work

For learning to be effective, it has to be relevant to individuals and their workplace. That is why, prior to commencement of any programme, we start by understanding our clients and course participants learning needs and the challenges they faced. We in turn tailor the programme to address the relevant issues that affects them and their work.

Unique learning design, method and delivery

Most of our programmes take a blended learning approach – combining experiential, practical, and applied learning with well-tested academic theories, and utilises a variety of learning methods. This powerful mix of learning style is the most excellent way to optimise learning experience and make it stick, as well as assist participants in effectively transferring what they learned back to their workplace

First-class facilitators and resource persons

We are proud of the fact that many of our facilitators and resource persons are among the leading experts in their specialist area. They have in-depth knowledge of their subject, and combine academic expertise with years of hands-on business and industry experience. They are passionate about developing others, and have proven time and time again their ability to facilitate top-quality learning and provide the best possible learning experience.

Continuous and sustainable learning

We believe that learning is a process – not a one-time event. That is why we offer various learning supports e.g. post-programme one-on-one coaching sessions and/ or coaching notes, additional learning resources such as webinars, white papers and eLearning to help participants apply and sustain their learning experience.

Personal learning plan and commitment

Participants are encouraged to document specific insights and action items from each session. Our Facilitators will work with them to identify 3 -5 items they wish to focus on, and how to develop an action plan to implement these insights. The participants are expected to share this with their superiors, colleagues and subordinates and put new learning into immediate application on the job.

Work-based projects associated with coursework

As an option, participant can select a management-approved project that would tackle area of concern from their work place to which development and application of what they have learned would make a positive difference. In this way the training generates a measurable return on investment and pays for itself many times over

Comprehensive learning resources – on and off line

Participants will be provided with comprehensive manual and reference material to support their continuous learning and development, including textbooks (where relevant), in addition to which (on most programmes) they will also have access to online Virtual Learning Forum (VLF). The VLE includes extensive additional learning resources and links to articles, research, surveys and relevant practical tools.

HOW TO APPLY

To apply for this programme, please:

- **Email your name or the names of people you want to register to:** training@bmsconsultancy.com
- **Telephone**+44 (0) 74 2411 1719 / +234 810 000 0108 / +31 205 419 3330
- **Online at:** www.bmsconsultancy.com/achieving-health-and-safety-excellence
- **Complete the booking form below and e-mailing it to:** training@bmsconsultancy.com or
- **Post to:** BMS Consultancy Ltd, Knowledge Dock Centre, University Way, London E16 2RD, UK

An invoice will be sent upon receipt of the booking form. The invoice payment can be made by bank transfer, credit card or cheque. Fees must be paid in full prior to start of the programme.

Your place will be reserved upon confirmation of payment.

You will receive a welcome email with the steps to follow.

You will then be able to access our virtual platform and become familiar with it before your program begins.

BOOKING FORM

Course Title:	Achieving Health Safety Environment Excellence		
Attendance:	**In-Person + Online**	**Online**	**Date:**
Delegate Details:	**First Name:**		**(Dr./ Mr./ Mrs./ Ms./ Other)**:
	Last Name:		
	Position:		
	Organisation:		
	Address:		
	Telephone:		**Mobile:**
	Email:		

NOTE: This form may be reproduced for additional registration

COURSE FEE AND GENERAL INFORMATION:

The programme fee covers: tuition; comprehensive set of programme materials and working papers, bag, notebook, pen, gifts; programme certificate; coffee breaks (morning and afternoon); buffet lunch; refreshments; training equipment; plus many other programme expenses.

Delegates are responsible for their own accommodation and travel arrangement. However, our training team can assist participants to find suitable accommodation.

Terms and conditions

Cancellations and refunds

For Cancellations (which must be in writing) received by BMS 60 or more working days before the scheduled training programme, the full fee is payable. For Cancellations within 31 - 60 working days before the scheduled training programme we charge a 40% cancellation fee. For Cancellations less than 30 working days before the scheduled training programme there would be no refund, however course papers and materials given to attendees will be provided. Refunds where applicable, will be made within 30 days of receipt of the written cancellation.

Program Change Policy

BMS reserves the right to cancel the programme, alter the programme, change venues and substitute trainers, speakers and consultants at its discretion. Where the programme is cancelled by BMS, participants will receive a full refund for course fees paid, if alternative dates offered are not acceptable. If for any reason BMS decide to amend or cancel the training programme we will not be responsible for air-fares, hotel or other costs incurred by registrants.