· · · CASE STUDY

Alyeska Pipeline Service Company (APSC):

Strengthening Emotional Intelligence and Safety Leadership on the Trans-Alaskan Pipeline

Challenge

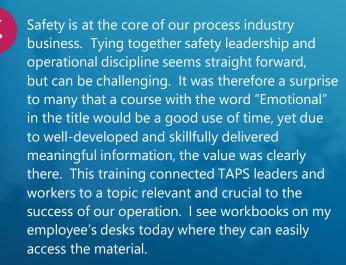
A key focus area for APSC is ongoing training and performance evaluation to ensure their supervisors and managers are equipped with the skills needed to effectively lead their teams. A particular area of emphasis is operational safety – for the protection of employees, critical infrastructure, and the environment. Although Alyeska already has a best-in-class safety record and safety training requirements, leadership was looking for a workforce training solution that would embed a safety mindset at an even deeper level within the organization.

Solution

The name of the course, *Act with Discipline* – *Emotional Intelligence and Safety*, was specifically chosen to connect a human skill subject to solid Alyeska Pipeline values. *Act with Discipline* is one of Alyeska's 5 key cultural attributes, and this title alone helped link the program to leadership language the participants were familiar with, and show how emotional intelligence isn't about being nice, but a key to disciplined behavior.

Business Impact

The program was included as an enterprise level KPI for 2019, and was rolled-out to all leaders across the APSC system. Alyeska is seeing a common language develop and improved leadership behaviors across all their operating sites. One employee noted that "I can already tell this class is making a difference, my daily interactions with a certain individual used to be unpleasant, but ever since they attended the training things have improved."



- Dave Heimke, VP of Engineering, Risk, Safety



RESULTS

Following initial deployment of this program, there were **zero recorded injuries** for 6 months at Alyeska.

On the course itself, post class surveys were **Very positive**, with an average course score of **9.5 out of 10**.

