

Title: How You Respond Matters Part 2

Duration: 4:35 minutes

Description:

Part Two of the “How You Respond Matters” film, Learn and Improve.

How You Respond Matters Part 2 Transcript

[Background music plays]

We begin with light and upbeat percussion music, featuring xylophone-type instruments, intensifying and becoming more suspenseful at relevant moments.

[Text displays]

Part 2

[Graphic]

Text displays at the frame centre against a white background.

Scene 1 - Is Everyone Okay?

General Manager

James, have you got a moment?

CEO

Yes, sure. Take a seat.

[Video footage]

We fade in on interior footage of the CEO’s office. The CEO is sitting on a sofa in his office, working. The General Manager and Fleet Manager enter, passing the shot. The General Manager catches the CEO’s attention, and he looks up, inviting them to take a seat in a friendly manner. The General Manager and Fleet Manager settle on the other sofa in the office.

General Manager

We have a MOB situation. Mike’s just taken the call.

Fleet Manager

Yes. It appears a technician fell into the water whilst climbing the pilot ladder.

CEO

I see. How was the recovery? And importantly, how are they doing?

Fleet Manager

Very quick response. He’s been taken to hospital for a precautionary check.

CEO

That’s good news. Thank you for telling me so quickly. Do have we a number for the technician or his family?

Fleet Manager

I'll get hold of one.

CEO

Great. I'll give them a call to see if there's anything we can do to help. Have either of you spoken to the crew?

Fleet Manager

I've spoken to each of the crew members involved. They seem fine.

CEO

Thanks, Mike. I'm curious to know if you think that someone would feel safe to speak up even if they weren't fine.

Fleet Manager

I hope so.

General Manager

And I've talked to the Master, so he's aware of any support we can offer him and any affected personnel.

CEO

Excellent. It's obviously essential that we learn from incidents like this. And making sure that people feel able to speak up is really important. I'm sure that there are learning exercises for all of us in this.

Fleet Manager

Understood. I'll talk to them again to make sure.

CEO

Where did the incident take place? They're due in today, aren't they?

Fleet Manager

Yes. They were trying to save time by getting the technician on board before they berthed.

General Manager

I just think the Master was trying to minimise delays. It's a procedure they've performed many times before. I don't think he thought it was a big risk.

CEO

I see. How do you think that we can avoid or minimise this risk in future?

General Manager

Well, we can definitely have a look into it and see what we can learn from this.

CEO

Good. Thank you both. And please let me know if there's anything else I can do to help.

[Video footage]

The General Manager and Fleet Manager take turns on reporting on the situation at hand. The CEO looks concerned and responds supportively. We see a back and forth between all three characters as they tackle the problem in a collaborative and compassionate way. We fade out on the scene of the three still seated together.

Scene 2 - Learn when things go wrong

Master

I've got a tea and a coffee. Whose is whose?

Female AB

Tea for me please, sir.

Master

Tea for you.

Male AB

Coffee for me.

Master

Coffee for you. There we go.

Male AB

Thank you, sir.

Female AB

Thanks, sir.

[Video footage]

We fade to interior footage of the crew messroom. The Master approaches the shot with a tray of hot drinks, then turns to lay the tray down on the table at which the two ABs are seen to be seated. He passes out the drinks and takes a seat at the table.

Master

I've just heard from the shore. The technician is fine. Really excellent response. Yes, the recovery team did a great job.

Male AB

Oh, thanks, sir. I've been thinking, I should have checked that ladder before we lowered it.

Master

Well, I should have made sure there was someone on the bridge wing or deck to supervise the transfer. Look, there's always something more we could do better. But let's first focus on what went well before we think about how we could learn for next time.

[Video footage]

The Master reports on the situation at hand, his tone and words supportive. The ABs responses and facial expressions show great relief, and we see learnings being discussed in a collaborative way.

Master

Firstly, I recognise that this was a stressful situation for you both. So, how are you doing? I mean how are you really doing?

Male AB

If I'm honest, I'm a bit shaken.

Master

That's totally understandable.

Female AB

Yes, me too. But I'm really relieved that he's okay. And I want to say thank you for your help, sir.

Master

Good. I want you to know that we have the company's full support. If anything arises from this incident that you need ongoing help with, please, let me know.

Male and Female AB

Thanks, sir.

Master

So what were your thoughts? I'm really interested to know what you were thinking.

Female AB

Well, we were talking. And we were thinking that perhaps...

[Video footage]

We see the Master looking from one AB to the other as he asks after their welfare. The ABs look at each other and the female nods to the male AB to go ahead, and he does. The Master responds with compassion to both as they express their feelings about the incident, and interplay between the characters is supportive and positive, with a spirit of learning and improving. The scene fades out as the ABs start to explain what they feel they've learnt.

Scene 3 - Sharing good practice

CEO

Thanks for coming in, Mike. What's the update on the MOB situation?

Fleet Manager

Yes, I'm finalising an action plan with the Master of the vessel involved. He's pointed out a number of procedural improvements for us to consider.

CEO

Excellent. Can we make sure that we get this out to all the other vessels and really focus on the learnings? I want to be seen to be personally backing this roll out, so just let me know whatever I need to do to support you best.

Fleet Manager

I will do.

CEO

Thank you.

[Video footage]

We fade to interior footage of the CEO's office. The CEO is standing at his desk, tapping away on his laptop's keyboard. The Fleet Manager enters the office and comes over to stand with the CEO as they discuss the latest on the situation and the learnings to be gained, the tone of the discussion friendly, supportive and collaborative. With an acknowledgement of actions to be taken and an expression of gratitude from the CEO, the Fleet Manager turns and leaves.

[Background music plays]

Uplifting, inspiring instrumental music plays, featuring slow, smooth keys.

CEO

How you respond matters. Creating an environment in which it's safe to speak up is essential for your team's safety and your company's success. If you can create a culture in which mistakes are owned and become learning opportunities, a culture in which people can ask questions, challenge and share new

ideas without fear of being shut down, blamed or punished, you will also be creating a truly high-performance organisation.

[Video footage]

We see the CEO take a seat at his desk and then turn towards the camera, speaking directly into it. We fade to white.

[Text displays]

How you Respond Matters

As a leader:

Your actions create the feedback system that takes new ideas forward

Your reaction to failure directly impacts how people in your company learn

Your decision to get better influences the culture or continuous improvement

[Graphic]

Successive lines of text display one underneath each other against a white background. Finally, we fade to black.