



SAFETYMIND CASE STUDY:

HOW ATTENTION AND RESILIENCE REDUCE RISK AT WORK

1. THE CHALLENGE: ULTIMATELY, RISK IS HUMAN

In safety-critical industries, technical skills aren't always enough.

Train drivers. Electricity workers. Commercial pilots. Steelworkers. In these workplaces, a single lapse of judgement made by a tired brain can have serious consequences – for the health and lives of employees, and sometimes, also customers.

While organisations invest heavily in technical training and compliance, the greatest risk often lies elsewhere – within the human system.

This could be a worker who has slept badly.

Or a pilot replaying an argument from the night before.

The result can be fatigue, emotional strain, cognitive overload and crucially, distraction.

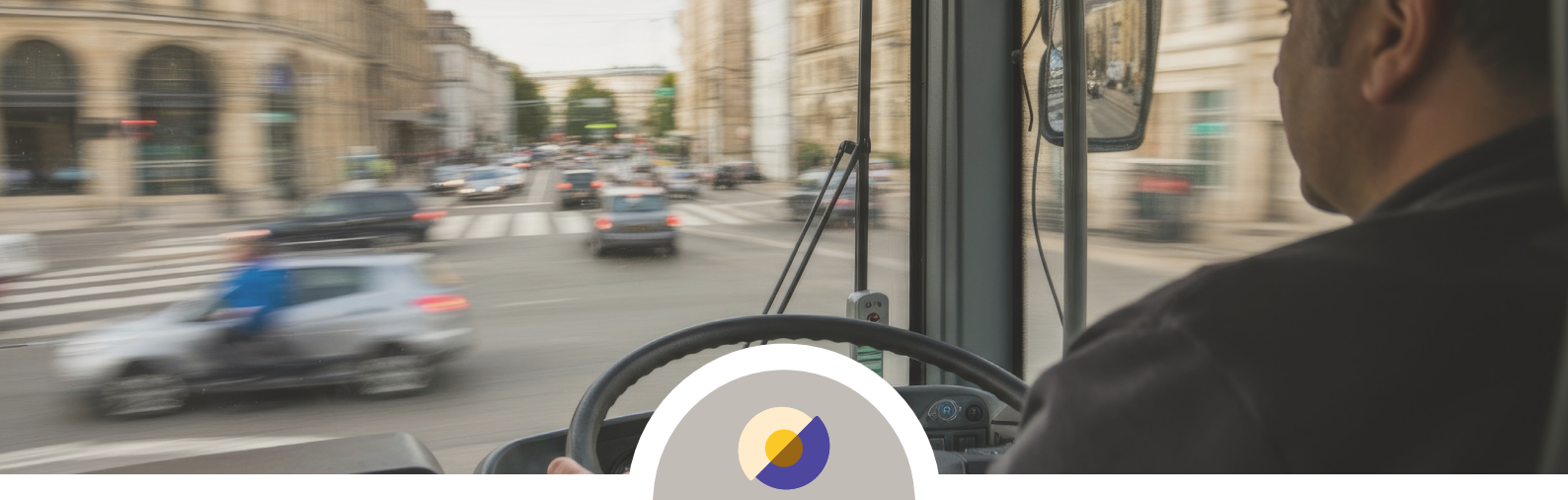
These human realities impact the core abilities to stay present, regulate stress and make decisions under pressure. Collectively, these capabilities are known as Non-Technical Skills (NTS) – and they are critical in high-risk environments.

2. THE APPROACH: SUSTAINING ATTENTION AND BUILDING RESILIENCE WITH SAFETYMIND

SafetyMind was developed to make the mind safer to operate within High Reliability Organisations (HRO).

Grounded in resilience science and neurophysiology, the programme targets the core NTS that reduce risk:

- Focus and attention.
- Decision-making.
- Communication.
- Teamwork and stress management.



The programme includes:

- **Training delivered over two to two and a half days:** interactive workshops that provide a foundation in NTS, focusing on practical strategies for building resilience, enhancing attention, and improving communication.
- **Learning videos:** on-demand video modules allowing participants to revisit sessions.
- **Accompanying app:** a digital tool designed to embed behavioural changes, offering mindfulness exercises, stress management techniques, and reminders tailored to daily work demands.
- **Two bespoke follow-up sessions:** confidential 1:1 coaching sessions to help participants explore personal challenges, receive tailored advice, and strengthen their individual development.
- **Learning Compass:** a booklet for self-study and insights around all topics addressed during the training.

The programme is typically delivered over an 8 - 10 week period and is integrated into wider safety frameworks, such as safety rules. Delivery is also tailored and nuanced according to the strategic needs of the target group.

3. THE OUTCOME: SAFER OPERATIONS THROUGH SAFER MINDS

Through SafetyMind, we have already supported:

- Thousands of train drivers.
- Hundreds of electricity and extreme voltage workers.
- Many teams operating in high-consequence environments, such as bus, metro and tram drivers, alongside staff in office-based settings.

Post-programme feedback shows noticeable improvements across key safety factors, including:

- Greater sustained attention and fewer distraction-related errors.
- Improved stress regulation during situations with intense pressure.
- Clearer communication within teams.
- More deliberate and thoughtful decision-making.
- Increased overall resilience and wellbeing.

Supervisors reported fewer lapses in attention, whilst participants reported more job satisfaction, lower rates of burnout, and increased capacity to handle challenges.

Over time, this builds into a more stable, safe performance in hazardous environments – and overall, contributes to a more resilient workforce.



4. WHY IT MATTERS

In high-risk industries, safety systems are only as strong as the people operating them.

When organisations invest in attention, resilience and NTS, they directly reduce preventable risk.

SafetyMind is a resilience-based program that equips employees with the mental agility and emotional strength they need to perform at their best. This not only strengthens safety systems for employees and customers, but also protects brand reputation by reducing accidents and negative media exposure.

Traditional safety training focuses on processes and procedures. SafetyMind addresses the human factors behind incidents – building attention and resilience where they matter most.

5. ABOUT AWARIS

Awaris is an evidence-based leadership development training and consultancy provider that builds individual and collective resilience, emotional intelligence and leadership skills at scale. With over 70 trainers and active in 15 countries, Awaris supports Governmental Institutions, Corporate Clients and Social Enterprises through experiential learning journeys.

If you are interested in learning more about the Awaris Approach, the book *The Resilient Culture* provides a comprehensive introduction, or you can find more in the Insights section of the awaris.com website.

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