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.”

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.