

... 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.”



Safety is at the core of our process industry business. Tying together safety leadership and operational discipline seems straight forward, but can be challenging. It was therefore a surprise to many that a course with the word “Emotional” in the title would be a good use of time, yet due to well-developed and skillfully delivered meaningful information, the value was clearly there. This training connected TAPS leaders and workers to a topic relevant and crucial to the success of our operation. I see workbooks on my employee’s desks today where they can easily access the material.

- 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**.

