



## Utility Arb Supervisor / Team Leader Development Training.

### Supervisor:

The term emerged in the mid-15th century, its roots lie in Medieval Latin - someone who inspects and directs the work of others - “supervidere”, “to oversee” or “inspect” - “super” (“over”) “videre” (“to see”).

### Overview.

This is an overview of the supervisor / team leader development training we have been delivering for over 20+ years for larger employers with direct input from industry. The training course is now [Lantra registered and approved](#) and supported by the Arboricultural Association and the AA Utility Arb Group.

The program is proactively tailored to:

- The individual attendees work operations – utility arb, amenity arb.
- The specific contract and client requirements
- The specific employer requirements

Any additional specific aims and objectives are agreed at the course planning stage.

Please note - this is not a turn up, complete the training and obtain a competence certificate, type of program. Although all attendees receive a Lantra training certificate, only attendees who successfully demonstrate / evidence their ability, in line with good supervisor skills and knowledge, will gain an Arb and Forestry supervisor certificate.

This training would benefit all arb attendees and their organisations, however some individuals may not have the personal skills / abilities to successfully become good supervisors. This is not meant to be harsh or restrictive, however it is understood through experience, that some individuals will require more development than others for leadership / supervisory work, and some may not retain the necessary skills or knowledge covered during two days of training. Employers will need to provide further internal support and development opportunities for their staff.

- The course is delivered over a minimum of 2 days.
- The specific employer organisation site documentation, internal policies and procedures and their specific contract standards, are used.
- Attendees are appraised by the instructor throughout the training, and individual feedback, with any development recommendations are passed to the employer as feedback.
- Follow up onsite coaching by the employer organisation is recommended after the attendees practice / consolidate their skills and knowledge. The Lantra Supervisor NVQ qualification may be appropriate for some attendees.

### Attendee numbers.

The recommended attendee group size for the indoor sessions is 8 people however where justified by the attendee’s manager / employer, larger (or smaller) groups up to 10 are possible. Larger groups may reduce costs however, due to less “one to one” time, the training may be less effective, depending on attendees existing skills, knowledge, experience.

It may also be appropriate or advantageous to deliver employer / business specific courses, meaning only the employers staff attend a course. Mixed courses (attendees from more than one business) are possible and welcome.

### Refresher training.

Refresher training requirements and appraisal of individual true competence for the role are for the employer and individuals to identify, as per current UK legislation and good practice guidance, however five yearly



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refresher intervals are recommended. The instructor will make specific recommendations at the end of the initial training, based on each attendee's performance. Based on experience and attendee feedback following this training, the attendees usually identify areas for their personal development.

### Objectives.

The aim of this development program is to enable attendees to assist the employer business, in managing work site operations to ensure:

- Ongoing workforce competence
- Industry good practice and legal compliance
- Operational efficiency and business profitability and sustainability
- High-quality work to client specification / requirements
- Consistent customer / client satisfaction

Following this development program, successful and competent supervisors, will be able to assist competent Contract Managers by proactively monitoring and managing day to day on site operations. They will be able to identify the indicators of poor safety culture and attitude amongst staff and contractors, and help reduce accidents and incidents and provide constructive feedback. They will be able to encourage, enhance and develop these areas within the workforce they interact with.

### Pre-program planning stage.

During planning discussions with employers (usually by phone), specific topics and industry specific information can be selected as the basis for this training. This ensures operational activities to be supervised by the individuals, are covered to ensure the training is tailored to individual and group requirements. Employer specific organisation documentation (policies, procedures, systems) relevant to the work operations, and role of supervisor and line management, and contract, is usually included throughout the course.

Specific company documentation will be requested ahead of the course.

### Training overview.

This is an indoor group event, delivered over 2 consecutive days. An ongoing appraisal of each attendee's existing knowledge level and abilities is conducted as the training continues, and the sessions are adapted / tailored as required.

The common topics covered include, but are not limited to the following:

### Soft skills.

- Behavioural safety awareness, clear communication, personal standards and attitudes and hazards from confirmation bias. Identification of trends and indicators and methods of individual and group encouragement.
- Consideration and management of body language, questioning techniques and methods for gaining individual and team involvement and engagement. Constructive feedback methods.
- Team monitoring and error correction, rewarding behaviours, safe and unsafe acts (SUSA).
- Delivery of team briefings / toolbox talks / safety bulletins and alerts.
- Encouraging team efficiency, performance in work site quality monitoring.
- Customer care awareness.
- The importance of time management and completion of related company documentation and management evidence.

### Knowledge development - Equipment and industry operational good practice.



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- Overview of related health and safety, welfare, PPE, LOLER, PUWER and ESQCR background and legislation requirements.
- Wildlife and environmental awareness – biosecurity - pollution control – spill kit use.
- Industry accident stats, HSE guidance on benefits of proactive management.
- Role and responsibilities applicable to the role and specific employer / business.
- Understanding the importance of their role in business profitability and sustainability and customer care.
- Building of existing specific industry standards knowledge (FISA, AA, HSE, AFAG, ENA G55, GS6, HSG47, CAT & Genny, red zone working etc).
- Chainsaw - ground based and aerial operations.
- Arboricultural knowledge such as BSI 3998, 4585, tree health, AA ICOP and Technical Guides etc.
- Plant and machine good practice and knowledge refresher - risk zones - operator protection ROPS, FOPS, TOPS, OPS, tree shears, grapple saw, flail machine operations.
- Awareness, traffic management (NRSWA) and warning signage.
- Risk assessment review and production including format, site specific / generic / point of work / dynamic risk assessment, hazard and risk evaluation, hierarchy of control. Applicable to the specific business.
- Links with other related training such as IOSH Managing Safety or current industry specific technical training such as chainsaw or equipment.
- Completion of employer organisation and/or client specific documentation in line with their role (site specific risk assessments, site inspection and operator competence monitoring reports, near miss reporting etc).
- Emergency planning (machine and personnel) and rescue.
- Incident and accident management and emergency planning.
- Common operational non-compliance and poor practice relating to the above points. Tips / methods for monitoring, gaining team and individual involvement and compliance, and methods / techniques for error correction.

### At the end of the training.

Individual performance is appraised by the instructor during the sessions and reported to their line manager for internal monitoring and support where required. This is initially via verbal discussions between the course instructor and the line manager. A formal training report / feedback note is sent to the Manager / Employer. All attendees will receive a Lantra training attendance certificate after the training.

### Following this two-day course.

Following the training the individual practices and develops their competence with support from their Employer / Line Manager. We can provide further coaching (where necessary) if internal employer support is not practicable. This is priced separately.

It is strongly recommended that the employer monitors and appraises their supervisors and records / documents their performance and supports any further development. In our opinion the HSE would expect this, and this evidence would help demonstrate compliance with the HSAWA and other regulatory requirements.

### Further information.

Please contact Martin Lennon if you wish to discuss this further or need more details.