



What is NPS Operational Leadership?

- **Operational Leadership is an opportunity to instill a safety behavior change.**
Accomplishing the NPS mission is increasingly complex, sometimes necessitating a high level of individual and team decision making within the realm of safety and risk management. Our NPS Operational Leadership (OL) program provides a personal invitation to assist all employees to increase their awareness of safety and risk in day-to-day situations. OL is an opportunity to instill a “safety behavior change” by helping us understand our limitations and make better risk management decisions in the here-and-now.
- **Operational Leadership creates a two-prong approach to prevent or mitigate human errors.**
Human error continues to be a significant cause of NPS accidents, mostly due to inattention, poor judgment, and ineffective supervision. OL is for staff at all levels and in all occupations. Combined with elements of the NPS Occupational Safety & Health program, OL creates a two-prong approach for park and office employees to prevent or mitigate not only the physical hazards we face in the workplace but now, also the human errors associated with mishaps.
- **Operational Leadership introduces employees to seven skills necessary to reduce human error.**
OL has been specifically designed to provide the NPS with a standardized approach that will assist employees in assessing and managing risk throughout the organization. In laying the foundation to enhance our safety culture, the first phase of OL introduces employees to seven critical skills necessary to reduce the probability of human error.
 - Effective Leadership
 - Error and Accident Causation
 - Mission Analysis
 - Stress and Performance
 - Situational Awareness
 - Decision Making
 - Effective Communications and Assertiveness
- **Operational Leadership implementation will help workforce excellence and wellness.**
The second phase of OL includes implementation of those critical skills, tools and principles discovered through the training course. As a component of the NPS Occupational Safety & Health, OL will help all employees achieve a higher level of professional excellence and wellness by creating and fostering a work environment that seeks out and values input from employees who are best equipped to make decisions within the organization.
- **Operational Leadership will “transform safety”.**
Measuring success is the third phase of OL. Using a 4-level approach of training evaluation, participant assessment, observed behavior, and organization-wide impacts, the ultimate vision for NPS Operational Leadership is to “Transform Safety from a Discrete Program to a Leadership Practice.”