

Elizabeth Bordelon

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 www.define1440.com



About Me

Consultant, Designer, Founder



I am Elizabeth Bordelon — consultant, designer, and owner of Define 1440. I serve my partners by designing custom solutions, especially in the areas of operational excellence, organizational culture, safety, and leadership. My priorities are organizing and presenting information in a way that helps you reach your goals. Working with clients to define their vision and bringing it to reality is my true passion.

With over 22 years of experience in everything from marketing to management, I strive to capture my clients' values and culture to create solutions that meet their specific needs. Every situation is an opportunity to learn, and I seek to discover creative, innovative ways to improve experiences and effectiveness. As your opportunities are unique to you, my approach is to collaborate with you to customize real, sustainable solutions.

My Experience

With Define 1440, I have assisted clients with everything from branding and marketing to culture assessments and training program development.

Prior to opening Define 1440, I served as a principal consultant with Mergentis, a firm specializing in performance management through training, coaching, and leadership development. Before Mergentis, I served as Manager of Learning Applications for a Houston-based training company that focused on leadership and safety solutions for a variety of high-risk industries. As the manager of one of four major functions of the Performance Consulting & Training Department, I consulted on and managed a variety of both instructor-led and computer-based training projects.

From 2001-2011, I served as Director of Operations and Sales for a Louisiana-based software company, where I played a key role in customer service, marketing, and performance management, as well as in improving the end-user experience and project managing the company's learning management system.

My technical skills include graphic design, ILT and CBT training design, content development, learning support tools, assessment design and analysis, user-interface design, and video production. I hold a Bachelor of Science in Management and a Master's of Business Administration from the University of Louisiana at Lafayette.

Testimonials

I have contracted with Elizabeth Bordelon of Define 1440 for several projects. I have been pleased with the quality of her work and the prompt response to my needs. Elizabeth is more than just a designer, she is a partner with a process for getting clarity around your brand and message. I have tried several outsource solutions for my design work and gotten mixed results. I now have a trusted partner in Elizabeth and Define 1440 for my projects going forward. I highly recommend her services to anyone wanting to have a trusted provider and not just a transaction.

I was referred to Elizabeth through a good friend and business associate several years ago when I needed to create professional branding documents. From the first conversation, Elizabeth jumped in and offered a strategy to achieve my goals. She has been my go-to person for any project big or small. Now years later as my business consulting company has grown, I rely on Elizabeth's input and creative design for all of my clients' solutions as well. She is truly a trusted partner and resource that always adds value to every project. If you are ready to refresh your brand and work with a passionate, committed, and professional designer, I highly recommend Elizabeth! – Melahni Ake, *Everyday Leaders*

"I really enjoyed working with Elizabeth. Communication was always friendly, prompt, and she was able to work within our budget and design constraints with ease. I would highly recommend Define 1440 to any organization looking to produce high-quality materials without hassle." – Kelly Mantoan, *Accepting the Gift*

"Elizabeth was a savior when it came to building a website for our business. We were not sure what to expect in cost, and we weren't sure exactly what we needed. Elizabeth came to our office for a consultation, and she provided us with all the options available. She was able to customize our needs and built us a great website within our budget. I would recommend consulting with her if you are interested having someone build you a website." – Justin Roberts, *Shield 365 Insurance*

"Over the past several years I worked indirectly with Elizabeth through her team and was always very satisfied with her product. Most recently however, I have worked directly with Elizabeth and have been very impressed with her ability to listen to my vision and then come back with her creation, a perfect translation to paper. She has an attention to detail and has managed her work within timelines and the agreed budget. Highly recommended." – Marc McGill, *Fieldreal*

"Elizabeth is amazing at all she does. She has supported my work for over 15 yrs. Her strengths include project management, instructional design, graphics and branding, technical learning systems, cultural assessments, and so much more. She is highly ethical, has a strong work ethic, produces top notch work, is easy to work with, and has a sincere passion for everything she does. I highly recommend her!" – Diane Dick, *Legacy TD*

Testimonials

"Elizabeth is a resourceful creative professional. She owns a special talent of organizing information and providing the needed help with inspiring effectiveness. She is also a brilliant communicator who understands the difference in cultures and is able to adapt and tailor her message to her receiver. Elizabeth brings positivity and dynamism to any professional team. I would definitely recommend Elizabeth." – *Amr Ala, L&D Consultant*

"Elizabeth is a consummate professional with a never say die attitude. She NEVER uses the word "can't". She wears a smile at all times, respects customers and colleagues alike, and is never afraid to ask for direction when she needs it. I would work with Elizabeth again in a minute!" – *Adria Theriot, AudioScribe Corp.*

"Elizabeth is uniquely suited to assist with just about any project. Because of her diverse experience and industry exposure, she brings a higher-level perspective to solution conversations and plans. Along with her drive for excellence, Elizabeth approaches all challenges with compassion and a genuine desire to help." – *Julie Hebert, ProCo Services*

"I have had the pleasure of partnering with Elizabeth on many projects. She really helps you define what you really envision for your projects and her creativity makes it come alive. She is personable and a joy to work with. Her services allowed me to save some time on various projects so I could focus on some bigger objectives! I would highly recommend Elizabeth with Define 1440!" – *M. Fusilier, 3P Leads*

Portfolio



Define 1440 focuses on custom solutions

For maximum effectiveness, all initiatives and programs are always custom branded for your organization and tailored to your policies, procedures, and programs.

The following portfolio depicts a variety of custom branded examples from various clients.





Logos





Logos





Business Cards



Personal Injury | Family Law | Estate Planning | Property Transfers
Auto Accidents | Maritime Accidents

Amy Rome, RN, BSN
Nurse Consultant and Coach

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VALUE PEOPLE. SURPASS BUSINESS EXPECTATIONS.

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de·fine

DEFINE YOUR FUTURE 1440

Each day presents 1440 minutes of opportunity.
DISCOVER YOUR OPPORTUNITIES. DEFINE YOUR FUTURE.

START HERE

STRATEGY 365

CONSULTING

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CONTACT US

Educational Strategies

Looking for an understanding of your child's disability? Attempting to understand the

Employment Strategies

Employment represents a personal identity, avenue for self fulfillment,

Legal Strategies

Navigating legal situations involving often requires expert consultation.

LEGACY

TRAINING AND DEVELOPMENT

Our Programs

Play with Success

Life Skills Training

Executive Training

Based on concept of Success Based Learning, Legacy Training and Development is a collaborative effort offering unique programs to their intended audience. Legacy Training and Development is a premier training and development organization. Legacy Training and Development is a premier training and development organization. Legacy Training and Development is a premier training and development organization.

Click for More Information

Thousands of people learning from our Legacy Training and Coaching Programs. Join us and receive the 500+ Legacy Training and Coaching Programs. Join us and receive the 500+ Legacy Training and Coaching Programs. Join us and receive the 500+ Legacy Training and Coaching Programs.

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Companies We Have Worked With

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NEXT

MS MID SOUTH

CHEMICAL COMPANY, INC

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Websites


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SHIELD 365 INSURANCE

REQUEST A QUOTE



Shielding you 365 days a year with top-notch **SERVICE**. We are committed to **HONESTY** and **INTEGRITY**, through **ETHICAL** practices, with agents who value **LOYALTY** and pride themselves on **DEPENDABILITY**.

HOME ABOUT HOA NEWSLETTER EVENTS GALLERY PAGES

LAKEPOINTE SUBDIVISION

ABOUT NEWSLETTER HOA

A BEAUTIFUL COMMUNITY

LakePointe Subdivision is a beautiful community nestled off of Rue De Belier on the southwest side of Lafayette. It offers the peacefulness of nature and serenity at our lake, while near several grocers, retailers, movie theaters and many of Acadiana's greatest restaurants. LakePointe Subdivision also features homes built by some of Lafayette and Acadiana's finest home builders.

Lakepointe Subdivision is a neighborhood focused on community. You will find neighbors chatting outside while their children play, families fishing along one of the docks of the pond, and invites to neighborhood-wide social and holiday events.



Health and Wellness Nurse Coaching

HOME ABOUT SERVICES ▾ CONTACT




Invest In Yourself

IT PAYS THE BEST INTEREST

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WORLDLIVE

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Manage and track **EMPLOYEES** **MECHANICAL INTEGRITY** and

123


Real Tools
Efficient tracking of employees, training, assets and mechanical integrity simplifies project management.

Real Time
Power to view up-to-date employee information, training compliance and completion in Real Time.

Real Easy
Freedom to use all features, or only those addressing your specific needs, in one user-friendly interface.

Learn More

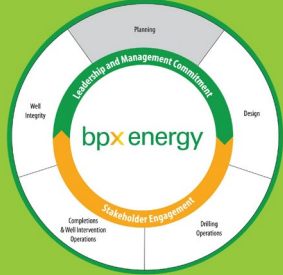

Websites (continued)

Section 5.2: Planning

In the planning section, you will find requirements for:

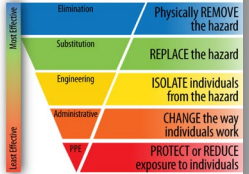
- Drilling Rigs and Well Projects
 - Rig Centering
- Workover Rigs Intake
- Well Planning
- Wellbore Surveying
- Well Monitoring
- Gas Detection
- Alarm Settings
- Well Control Equipment
- Higher Risk Activities
 - Complex Wells & HCO Locations
- Risk Assessments

Risk Assessment

Complete a job safety analysis (JSA) following the steps of the hierarchy of controls.

- Once any problem areas have been identified, look for ways to control the hazards by:
 - Using elimination or substitution controls
 - Working hands free where possible (levers, clamps, vice grips, ropes and power tools vs. hand tools)
 - Engineering controls should then be considered next
 - Guards, emergency stop devices, ergonomics
 - Administrative controls should be in place
 - Training, signage, posters, etc.
- Once those steps have been taken, you can start looking for PPE like gloves and sleeves to prevent any other potential hazards that couldn't be addressed through the first four steps of the hierarchy.



[Click here to view an example of a basic eLearning course](#) (levels range from basic to advanced)

eLearning

Objectives

- | | |
|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| 01 Understand what makes people difficult and exploring difficult people in your life | 04 Explore how to communicate and bring out the best in even the most difficult people |
| 02 Recognize how to avoid being the victim or target of bad behavior | 05 Discover the true causes of workplace conflict and stress |
| 03 Explore ways to prevent, defuse, and short-circuit destructive behaviors | 06 Learn conflict resolution skills for healthy relationships |

Organizational Value



Strategy:

- Long-Term Goals
- Vision
- Plans
- Timelines



Assignment Review:

- ? What messages do you hear from your leadership on culture of safety?
- ? What does culture of safety mean to you?
- ? How well are you following the culture of safety attributes?

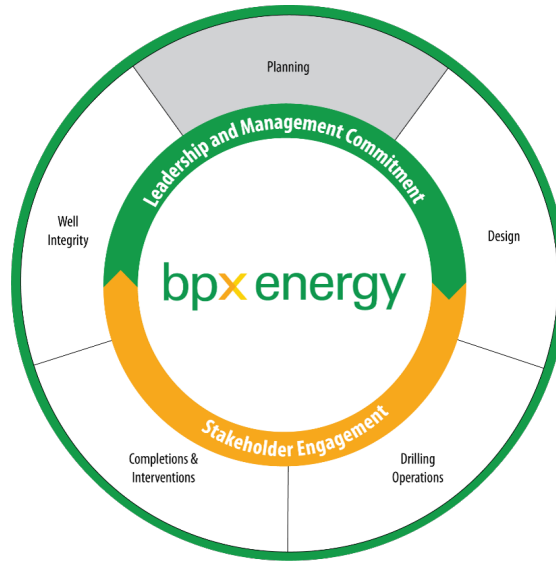


Let's Discuss

ILT and Virtual ILT Training Design



Guidebooks and Participant Guides



Miscellaneous Graphics/Models

8 WAYS TO LIVE F.E.A.R.L.E.S.S

Parents Pursuing Purpose

Faith
Walk by faith. As fathers and mothers, we are first sons and daughters of God. Your relationship with God is the most important relationship in your family.

Leap
Jump and build your wings on the way down. The law of diminishing interest – the longer you wait the less likely you are to do something. Just do it. Start.

Experience joy
Joy comes by choice, not circumstances. Pursue God and he will reveal who you are and how you can live joyfully and with purpose.

Effort
Give the extra 5% effort. Be willing to do whatever it takes to lead your family well.

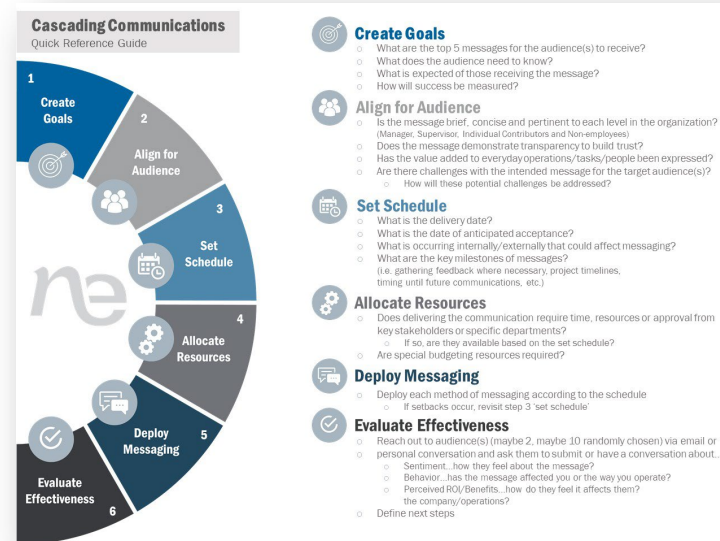
Attitude
Attitude is everything. Control the controllable. You cannot control the cards you are dealt, but you can control how you play your hand.

Step forward
Consistently and intentionally take the next best step. Don't take one step and stop. Just keep moving forward.

Reconcile
Adjust and reconcile. Sometimes we are unable to step forward and grab on to today because we cannot let go of yesterday.

Significance
Recognize your significance. You are a child of God. You are good enough, you are worthy, you are loved and forgiven.

LEADS



3 TYPES of Distracted Driving and AVOIDING Them

VISUAL	MANUAL	CONGNITIVE
<p>Keep your eyes on the road</p> <p>Place your phone on "Do Not Disturb"</p> <p>Pull over if you need to read a map or directions</p> <p>Do not look in the mirror or apply makeup while driving</p> <p>Even checking texts, making phone calls or reading directions at a stop light increases your risk of a crash because attention is not on the road and your surroundings.</p>	<p>Keep your phone out of reach</p> <p>Make adjustments to your steering wheel, mirrors and seat before driving</p> <p>Don't reach for items or food/drink while driving</p> <p>Avoid changing radio settings</p> <p>Keeping your phone in reach might seem more convenient, but it increases your temptation to look at texts or calls. Pre-plan trips, car and phone settings so you aren't pre-occupied</p>	<p>Avoid or minimize phone calls, even hands-free</p> <p>Stay focused on the road</p> <p>Keep thoughts and emotions calm</p> <p>Keep conversations and distractions to a minimum</p> <p>Even hands-free calls are distracting because your mind is focused on your conversation, not the road. Avoid distractions and focus on your driving, not calls or passengers</p>

Whatever it is...IT CAN WAIT!

Infographics



Business Case "STARS"

STARTUP

TURN AROUND

ACCELERATED
GROWTH

REALIGNMENT

SUSTAINING
SUCCESS

The Key to Fire Prevention is YOU!

3%

of workplace fatalities
are caused by
fires and explosions

>3,000

office fires occur annually



Fire Safety Tips



- Keep work area clean and free from clutter that can easily catch fire"
- Turn off or unplug all electrical appliances at the end of the day
- Do not overload electrical outlets or extension cords
- Replace damaged electrical cords or outlets
- Keep heat producing equipment, such as toaster ovens and coffee makers away from anything that can easily burn

“Where are the nearest fire alarms, extinguishers and exits located?”



Safety

Respect

Excellence

Courage

One Team

What do these values mean to you?

PowerPoints



Training solutions for slowing the spread of infectious diseases in your school community

Our Solutions
Video resources and infographic signage to remind faculty, staff, students, and visitors of the proper precautions to slow the spread of infectious diseases in your school community.

These training resources are designed to provide guidance on:

- Recognizing the threat of germs in your school
- Understanding infections today, how they spread and who is at risk
- Knowing the difference between cleaning, sanitizing, and disinfecting
- Best practices and techniques for a clean, safe school
- Safe use of products, equipment, and necessary precautions

Convenient Delivery Options

- Video link to distribute via email to watch at learner's convenience
- Video download for presenting in an online meeting or school in-service

Customizable Upon Request

- Materials listed here are offered in a standard option, following CDC recommended guidelines for reopening schools
- Custom materials can be created for organization upon request

About Us
Define 1440, LLC is a professional training and development company headquartered in Lafayette, LA. With over 10 years experience in management consulting and professional training and development, owner and principal consultant, Elizabeth Bordon focuses on solutions to move your organization's culture forward to achieve your goals. With an extensive background in training and development for high-risk situations, we are well positioned to provide solutions designed for today's challenges.

For more information 337.654.2378 • info@define1440.com

Video training for faculty/staff based on CDC recommendations for reopening schools and slowing the spread of infectious diseases

Video presentation for students outlining safety precautions and how they can help slow the spread

Infographic signage package including reminders around social distancing, handwashing, surface cleaning and face coverings.



Improving Communication & Increasing Effectiveness

ABOUT US
Build consulting services provides custom high impact, interactive training, coaching, and consulting services. Through a variety of in-person and virtual offerings, we equip and empower teams to improve communication, strengthen engagement, create strong leaders, and increase effectiveness.

OUR OFFERINGS

COMMUNICATION TRAINING

- Improve interactive communication
- Learn and apply behavior-based and active listening techniques
- Discover solutions for conflict management and resolution
- Create customized communications plans

TEAM ENGAGEMENT

- Increase engagement through team building events with a defined purpose
- Determine areas of competency and opportunities for improvement through the use of 360 assessments

LEADERSHIP DEVELOPMENT

- Discover your core self and strengthen your interactions with others through the use of personality assessments
- Improve your foundational skills to become a leader others want to follow

STRATEGIC COACHING

- Discover opportunities to eliminate waste and redundancy
- Improve team effectiveness through a collaborative process to define and align roles, responsibilities, and goals with your team's unique deliverables
- Identify future leaders, minimize recruitment costs, and identify gaps in competency with succession planning for transitioning owners and key personnel

www.buildcs.net 863-800-9658 brianb@buildcs.net



Leading Safety

Committing to our Core Values, Recognizing our Contribution, Living as Safety Champions

Our Focus
Our safety leadership training focuses on leadership development with the goal of helping your organization continuously improve its safety performance.

From value-based safety concepts to follow up coaching, our offerings are customized to strengthen and sustain your culture of safety. By committing to core safety values, recognizing their contributions to safety, and living as safety champions, team members are empowered with the skills and knowledge to make better decisions.

Our use of experiential learning through team activities, group discussions, and communication exercises provides the tools necessary for teams to engage in and practice behaviors essential to safe operations.

Let us customize training for your team.

Our Approach

Skills & Knowledge
Safety culture, practicing safety conversations, recognizing at risk behaviors, and leading safety

Critical Thinking
Hazard identification and dynamic risk assessment to understand critical limits in operations

Communication
Collaborative teamwork, job planning, best practices, and lessons learned

Commitment
Belief that "This one gets hurt on our watch today!"

info@smithmasonco.com 1-855-766-3635 www.smithmasonco.com

Flyers / One Sheets

Peace of Mind For Critical Cases

When your pet is in critical condition, our team's goal is to get basic vitals such as temperature, pulse, respiratory rate, oxygen levels, blood glucose levels etc., and work as quickly as possible to stabilize the patient first.

Stabilization of critical pets may involve administering IV fluids and IV medications, providing oxygen support, controlling bleeding, controlling pain, controlling seizures etc.

Once your pet is stable, our team will discuss next steps to diagnose the condition and provide necessary treatments. It is important to run diagnostics to identify the cause of the symptoms and treat the disease causing the symptoms rather than the symptoms.





Scan to learn more or visit our website
www.vetcheckpuc.com

Urgent Care When Pets and Owners Need it Most

Wellness Weekly

A Weekly Newsletter from Wellness Central
- Week 1 -



A LOOK INSIDE THIS ISSUE:

Pulse Check
Are you living life or are you LIVING LIFE?

Goal Setting
Learn about SMART Goals and how to apply them to many different aspects of life

Culinary Corner
Low Carb Bacon Cheeseburger Casserole

PULSE CHECK

Can you relate?

You fall into bed at the end of a long, brutal day only to have trouble sleeping because you have a million things on your mind. You finally fall asleep, only to hear your alarm way too early and hit snooze over and over, until you finally drop yourself out of bed to do it all over again. This is being an adult and this is life, right? WRONG!! The difference is in being alive and truly living!

If you are reading this newsletter, congratulations! You have taken the first step in finding out that there is more to life than left and right hooks that come at you at every angle. You can LIVE a joyful, fulfilled life. Invest in yourself - it pays the best interest!

www.wellnesscentralia.com

www.wellnesscentralia.com



SETTING SMART GOALS

When we set goals or think of setting goals they are often unrealistic. For example, "I want to lose 60 pounds." The fact is that 60 pounds is a lot of weight to lose and before we are able to settle in and start working on it, we become overwhelmed by the loftiness of the goal and lose sight of it altogether. When we apply these specific, measurable, attainable, relevant time-based parameters, also called "SMART" goals, it looks more like this. "I will replace 1 of the 5 soft drinks a day that I drink with a glass of water for the next 7 days."

When we use this technique to set specific, achievable goals, we are much more likely to be successful, which gives us the motivation to keep going. I used this example in weight loss or working toward optimal health and wellness, however, if you really think about it, it can be used in all aspects of life including work-life balance, financial freedom and so much more.

I look forward to working with you and helping you set these goals for yourself!

BEFORE OUR FIRST SESSION ...
Brainstorm SMART goals for yourself

CULINARY CORNER



Bacon Cheeseburger Casserole
Low-Carb
Cook Time: 35 minutes
Prep Time: 15 minutes
Servings: 12

Nutrition Info: 594 calories,
38 g protein, 2 g carbohydrates,
47.5 g fat, 268.6 mg cholesterol,
1242 mg sodium

- 2 lbs Ground Beef
- 2 Cloves Minced Garlic
- 1 Small chopped Onion
- 1 Pound Cooked Bacon, cut into pieces
- 8 eggs
- 1 Cup Heavy Whipping Cream
- 1/2 Tsp Salt
- 1/2 Tsp Ground Black Pepper
- 1 (12 oz) Package Shredded Cheddar Cheese (divided)

- Preheat oven to 350 degrees and grease a 9x13 baking dish
- Brown Ground Beef over medium heat, drain grease
- Return to heat, add onion and garlic and cook for 5-7 minutes.
- Spread beef in bottom of baking dish, top with bacon pieces
- Whisk eggs, heavy cream, salt and pepper in a medium bowl until well combined and mix with 6 oz of cheese
- Pour over egg mixture and top with remaining cheese
- Bake for 30-35 minutes or until golden brown



Our Approach

As an urgent care, it is essential for us to prioritize intake of patients based on stability. This does not mean your pet is any less important to us, as we care for each and every pet as our own. We appreciate your patience when there are wait times due to the presence of more critical patients. We assure you that we will address your pet as soon as we can.

Initial Assessment

Our nurses and client service representatives are trained to triage pets on arrival to determine their level of stability.

To first understand your pet's clinical history, our nurses will ask you a series of questions, which will then be relayed to our doctor.

Examination

After the initial assessment, our doctor will perform a physical exam to assess the following:

- Mentation/neurological status
- Hydration status
- Pain status
- Ears, eyes, nose, and dental health status
- Lung/heart health status
- External abdominal health status
- Urogenital health status
- Rectal health status
- Musculoskeletal status/gait assessment (soft tissue/ligamentous injury, lacerations/puncture wounds)

Based on our doctor's assessment, diagnostics may be recommended to rule out causes for your pet's current or potential future clinical signs. Common diagnostics are listed here. Recommendations will always be based on your pet's physical examination and clinical history.

Welcome To VetCheck

Thank you for entrusting us with your pet's care.

We operate on the values of compassion, convenience, commitment, and communication.

We also strive to provide an alternative to the high costs and long wait times commonly associated with veterinary emergency hospitals.

At VetCheck, we strongly believe in thorough communication to ensure that you, your pets, and our team are all working together to develop the best treatment plan for you and your pet.

Our mission is to make a difference in pets' lives — and thereby people's lives.

Common Diagnostics

Bloodwork may be recommended to assess the following:

- Liver, kidney, and pancreatic function
- Clotting function, extent of infection/inflammation, extent of dehydration, or anemia
- Likelihood of hormonal imbalances (ex: diabetes mellitus, thyroid, or adrenal gland disorders, etc.)
- Electrolyte imbalance

X-rays may be recommended to assess the following:

- Musculoskeletal/Spinal X-rays**
 - Orthopedic injuries, diseases, masses, or spinal injuries
 - Spinal injuries, diseases, or masses
 - Soft tissue injuries or masses
- Abdomen X-rays**
 - Stomach, small and large intestines (blockage, inflammation, or masses)
 - Kidneys, bladder (stones, blockage, inflammation, or masses)
 - Liver, spleen (inflammation or masses)
- Chest X-rays**
 - Heart (enlargement, congenital abnormalities, infection, or masses)
 - Lungs (bronchitis, pneumonia, injury, or masses)
 - Trachea/bronchi (tracheitis, collapsing trachea, laryngeal paralysis, injury, or masses)

Urinalysis may be recommended to assess the following:

- Infection/Inflammation
- Presence of urinary crystals
- Extent of kidney disease or diabetes mellitus

Brochures/ Newsletters

NEXT




Are there stipulations for transfers or exit of the VetCheck Entrepreneurship Program?

Members are not permitted to assign, sell, or transfer their units without the consent of the other member. However, if Dr. Nalabotu arranges for the sale of the company to a third-party purchaser, then the managing DVM would be required to participate in such sale alongside Dr. Nalabotu.



Happy National Fountain Pen Day!

Introducing: The new LAMY safari special edition, inspired by the 90s.



SPECIAL EDITION




Now Available
LAMY Colored Pencils

Available in Stores and Online



NEXT





How are the VetCheck Entrepreneurship Program Salaries and Benefits Structured?

Each managing DVM receives a minimum annual salary with a production bonus in excess of the base salary. All year-end profits will be shared according to the managing DVMs common units.

The managing DVM also receives benefits such as student loan reimbursement (up to the IRS limits), 401k with a match, health insurance allowance, 100% paid CE, 100% paid DEA and licensing fee, 50% of cell phone bill as reimbursement and paid mileage + travel for any required company travel.

Social Media Content

Objectives

- Define leadership and basic leadership principles
- Examine our leadership strengths and opportunities and consciously create a culture that motivates and supports team members
- Discover behavior styles to understand ourselves and others to be more effective in interactions
- Develop more effective communication skills
- Utilize positive and constructive feedback to manage performance issues

Individual Activity



Individual Activity:

- Spend 5 minutes thinking about where you fit with the overall course objectives and establish some personal objectives you wish to achieve.
- Record and be prepared to share these with your table partner.

Conflict Resolutions

Seek to _____ not _____

Avoid or reduce absolute language. *Never, always, no one, everyone, none, etc.*

What are some alternate ways to say something without using absolutes?

- Always assume positive intent
- When listening to someone, try to believe their intent is positive. Give them the benefit of the doubt that their intentions are positive. Use the 3-part communication and clarifying questions to better understand their intent.
- Avoid trigger words. Different personality types have different trigger words.



What are some leading phrases which set the tone for conflict?

I gave her a piece of my _____

I don't take _____ from anyone

“ Discussion is an exchange of knowledge; an argument is an exchange of ignorance. ”
Robert Quillen

Coaching

What words come to mind when you think of *coaching*?

Coaching Characteristics

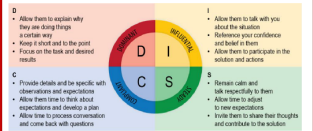
- Keen self-awareness
- Ability to communicate, connect and foster trusting relationships
- Desire to help and grow others
- Ability to mediate challenging situations, difficult people and manage conflict
- Ability to critically think and problem solve
- Keen safety awareness and ability to intervene without hesitation where necessary (and help others do the same)
- Ability to respect diversity and leverage strengths of our differences
- Ability to cast vision and understand how each role contributes to the whole of BIM

Role of a Coach

- Follow up on *Commitment Forms* to ensure meetings have been scheduled and commitment forms have been submitted
- Follow up to ensure commitments are being implemented and provide coaching to assist in the implementation
- Facilitate one-to-one coaching sessions to provide support, guidance and leadership feedback
- Fully support all *Safety and Respectful Workplace* processes
- Support and facilitate respectful engagement
- Coach leaders with best practices regarding conflict situations
- Coach leaders in building team performance, enhancing communications and connecting with their teams

Remember

DISC helps us understand our natural behavioral style and helps understand how to best motivate and coach others who are different from us



Workbooks



Booklets/ Guidebooks



REPORT

April 6, 2022

Ridesharing and Rider Safety in Louisiana: Analysis of Current Trends in 2022



T. Scott Smith, PhD
Research Contractor

Center for Analytics and Research in Transportation Safety
Louisiana State University

Executive Summary

The process of interviewing the rig managers, superintendents, and crews has been beneficial in assessing the strengths and opportunities related to the operations of the West Texas rigs and ICD overall. Several areas of focus will be critical for ICD moving forward including addressing turnover, recruiting, hiring, and promotion; training, competency, and retention; and employee relations and strengthening culture.

Turnover

As a general observation, the issue of turnover remains an issue for ICD and the industry. Despite ICD's efforts to bring rigs online, getting a full crew and keeping crews remains a challenge. Discussions with rig managers and superintendents regarding the cost of turnover per employee was a definite eye-opener and helped to quantify what the real cost of turnover means for overall operations.

The perception of reasons for turnover included:

- Pace of work versus crew size. This is the one area when 100% consensus of opinions
- Experienced hands over worked with expectations that things get worst when the weather gets hot
- Selection process – driller would like to resume interviewing new hires.
- New hires not prepared for "rig life"
- Growing frustration within experienced employees over turnover and reoccurring of training new folks.
- Cost of travel from gulf coast for some employees
- Transfer to rigs with 5-man crews
- Expectations of some of our customers
- Unfairness in promotions or transfers
- Expectations from RM and behavior when expectations are not met

Recruiting, Hiring, and Promotion

Most of the rig managers are guarded when responding to current recruiting and hiring processes. It would be beneficial to get input from the field on recruitment processes so there is greater confidence in the process of recruiting and retaining potential employees.

Regarding hiring, there is a desire to return to the process of having rig managers or driller interview candidates before hiring and placement decisions are made.

Report Consult/Formatting

Well Control Assessment

Prepared for:
Independence Contract Drillers,
Rig 227

Smith Mason & Co

Appendix A – Summary of Interaction With / Observation of Crew

Name	Test Driller
Position	Driller
Well Control School	Smith Mason & Co
Certified As	Supervisor
Years Experience	15

Ratings	Poor	Fair	Good	Very Good	Excellent
1	2	3	4	5	6

Procedures										
Equipment										
Well Control										
Responsibilities										


Assessor Comments
He is an experienced driller and pays attention to detail. His well control knowledge is good, he was able to answer most of my questions. He knows the BOP stack and controls and how to shut in the well. He is also aware of the warning signs of kicks and the sensors that detect them on the rig floor. He was able to describe the difference between ballooning and a kick. He wasn't sure of the procedures for a FIT test and was not familiar with the procedures to plug in the hole. He could not explain how to bring the well on choke or why we use a slow pump rate to kill the well. Driller's well control certificate was not posted with the others in the rig manager's office, but he had it in his truck.

Name	Test Driller 2
Position	Driller
Well Control School	Wild Well Control, Inc
Certified As	Supervisor
Years Experience	12

Ratings	Poor	Fair	Good	Very Good	Excellent
1	2	3	4	5	6

Procedures										
Equipment										
Well Control										
Responsibilities										

Assessor Comments
He is a confident driller and has good knowledge of well control. His communication skills are good, and he understands his responsibilities. He was able to answer most of the questions from the Well Control Job Skills Interview. He was able to describe bringing the well on choke and knew kick causes and warning signs. Like most drillers in the Permian Basin, he was unfamiliar with the equipment and procedures for snubbing in the hole. He was not sure of the pressure ratings of all parts of the BOP stack and was not positive about the range of pipe sizes the VBR arms would seal on. Trenton was not able to describe the difference between ballooning and a kick. His certification was not on file at the rig, but he had it stored on his phone.



[Project Name]
Lessons Learned

Project Contact Name:
 Project Contact Phone/E-mail:
 Location:
 Project Type:

Lessons Learned Purpose and Objectives:
 Lessons are learned and opportunities for improvement are discovered in every project. Documenting these lessons and opportunities helps project teams discover the root causes of any challenges they faced and avoid them on future projects. Documenting lessons learned is part of a continual improvement process.

Please use this template to document lessons you have learned on your project and then use this document's findings to complete the final report and the leadership summary slides (both using the templates provided).

Project Team:

Team Member	Role

Lessons Learned Team:

Team Member	Role

Lessons Learned Template for Gathering Data

1

Project Proposal




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🌐 www.everydayleaders.com

Discover your WHY.
 Get clear with your goals.
 Connect to your purpose.
 Make a bigger impact in the world.



Consulting Statement of Work

ORGANIZATION

CLIENT NAME	
CLIENT PHONE	
CLIENT EMAIL	
CLIENT MAILING ADDRESS	
CONTACT NAME	
CONTACT PHONE	
CONTACT EMAIL	
CONTACT MAILING ADDRESS	
DATE	AUTHORIZED BY

PROJECT

PROJECT NAME	
CLIENT	
BRAND	
PRODUCT	
DESCRIPTION	

DELIVERABLES & DELIVERY SCHEDULE
General terms and conditions, appropriate delivery of major events

DELIVERABLE DATE/DUE	DELIVERABLE DESCRIPTION: LEADER PROCESS outlined in Proposal

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make@everydayleaders.com

317-556-7781

Templates

Click here to view an:

NEXT



[Example of an animated video message](#)

[Example of an animated training segment](#)

[Example of a video training module](#)

[Example of eLearning module](#)

[Example of a course promotion video](#)




Videos

Created to showcase a concept, deliver training, or deliver messages

Available EHS Training Topics

- please note base content for these topics are available, specific CBT/ILT development of topics is customized per client and therefore lead time is quoted per project

Accident Prevention and Investigation (Signs, tags, signals)	Flammable Liquids	PPE - General
ADA Prevention and Investigation	Foot Protection	Process Safety Management
Aerial Lifts	Forklifts	Recordkeeping
Air / Air Contaminants – General awareness and safety	Hand and Power Tools	Recycling
Alcohol & Drugs – General and for DOT	Hand Safety	Respiratory Protection
Asbestos	Hazard Communication (GHS and Labels and SDS)	Risk Management
Audits	Hazardous Waste – General awareness and storage	Safety – General / Safety Culture / Safety Leadership / Belief-based
Back Safety	HazMat Transportation	Scaffolding
Bloodborne Pathogens	HAZWOPER	Security
Chemicals and Chemical Hazards	Head Protection	Shift Work
Combustibles	Health - General	Silica
Community/Stakeholder Notification	Healthcare Safety	Slips and Falls / Slips, Trips and Falls
Compressed Gases	Heat and Cold (Extreme temps)	Solid Waste and Solid Waste Transportation
Confined Spaces	Housekeeping	Spill Prevention and SPCC Plans
Construction Safety	Injury and Illness Records (OSHA 300)	Stormwater
Containers	Inspections	Temporary Workers
Conveyors	Job Hazard Analysis / Job Safety Analysis	Toxic and Hazardous Substances
Corrosives and Battery Safety	Laboratory Safety	Trenching
Cranes and Derricks (Construction) / Cranes and Slings	Ladder Safety	Underground Storage Tanks
Dipping and Coating	Lead Safety and Awareness	Universal Wastes
Driving Safely (commercial/non-commercial)	Lockout/Tagout	Used Oil Management
EHS General (Metrics/Approach)	Machine Guarding / Machine Safety	Ventilation
Electric Power Generation	Manifests	Violence in the Workplace
Electrical Safety	Material Handling - General	Water
Emergency - Action Plans; Planning and Response; Preparedness	Medical Waste	Welding, Cutting, and Brazing (Hot Work)
Environment - General	New Employee Orientation (generic or custom)	Wellness
Ergonomics	Noise	Workers' Compensation
Exit Routes	Office Safety	
Explosives	OSHA Compliance	
Eye and Face Protection	Painting and Spraying	
Fall Protection	Pesticides	
Fire – Prevention / Safety / Fire Extinguishers	Pharmaceutical Waste	
First Aid	Powered Platforms	

NEXT



Available HR/Mgmt Training Topics - please note base content for these topics are available, specific CBT/ILT development of topics is customized per client and therefore lead time is quoted per project

ADA--What Supervisors Need to Know	Handling Employee Complaints	Sales and Customer Service
Affordable Care Act: What You Need to Know	HAZCOM and GHS--What Employees Need to Know	Shiftwork Safety
All About Nutrition	Healthy Aging	Slips, Trips, and Falls
Attendance Management--What Supervisors Need to Know	Hiring Legally	State-of-the-Art Classroom Training
Avoiding Exposure to Bloodborne Pathogens	Home Safety	Strategies for Legally Avoiding Unions
Back Safety	How to Manage Challenging Employees	Stress Management
Business Ethics--What Employees Need to Know	How to Manage Downsizing and Layoffs	Substance Abuse in the Workplace
Business Writing for Employees, Supervisors, and Managers	Interrupting Unconscious Bias for Supervisors	Supervising Alternative Work Arrangements
Coaching for Superior Performance	Interviewing Skills for Supervisors	Supervising Various Generations
Communication Skills for Employees	Introduction to OSHA and the General Duty Clause	Teambuilding for Employees and Supervisors
Conflict Resolution and Consensus Building	Job Descriptions--How to Write Them Effectively	Temporary Employees and Independent Contractors
Coping with Downsizing and Layoffs	Leadership Skills for Supervisors and Managers	Terminating Employees--The Process
Creative Problem-Solving	Measuring Job Performance--What Supervisors Need to Know	Time Management for Supervisors and Employees
Customer Service Skills--How We Can All Improve	Motivating Employees--Tips and Tactics for Supervisors	Violence in the Workplace – Preventing
Dealing with Challenging Employees	Negotiation Skills	Workplace Ethics for Supervisors
Dealing with Change--How Supervisors Can Help	New Employee Orientation--"How To" for Supervisors	Workplace Harassment
Delegation Techniques	New Employee Safety Orientation	Workplace Privacy, Safety, and Security
Diversity Fundamentals	New Supervisors' Guide to Effective Supervision	
Effective Communication for Supervisors	Office Hazards	
Effective Decision-Making Strategies	Organizing and Planning for Success--What Employees Need to Know	
Effective Meetings--How to for Supervisors	Pandemic Flu--How to Prevent and Respond	
E-Mail Best Practices for All Employees	Performance Appraisals--How to Conduct Effectively	
Employee Benefits--What Supervisors Need to Know	Performance Goals--Manage Employees More Effectively	
Encouraging Employee Input	Planning and Organizational Skills	
Enhancing Professional Development of Employees	Preventing Discrimination In the Workplace	
Essential HR--For Those Who Have Recently Assumed HR Responsibilities	Preventing Sexual Harassment: A Guide for Supervisors	
Fire Safety	Preventing Workplace Violence	
FMLA for Supervisors	Problem Solving	
Generational Diversity	Professional Behavior	
Good Housekeeping	Progressive Discipline	
Grounds for Termination – What You Should Know	Project Management	