



Cross Cultural Serious Game Scenario

Safety Culture—Well Completion

This is one of the scenarios developed with Subject Matter Experts (SMEs) in the field and available off-the-shelf. Customization is available to tailor the scenario and its metrics to customer requirements.



Following the Deepwater Horizon incident in 2010, the upstream oil and gas sector embarked on an effort to dramatically enhance safe operations (offshore & onshore). Following the nuclear power sector, BSEE set forth Nine Tenets for an industry wide Safety Culture.

Organizational culture is the identity of any entity. It embodies, ‘who we are.’ Therefore, Safety Culture Tenets are imprinted upon the existing ethos. In other words, there is not a singular industry Safety Culture, there are thousands of individual Safety Cultures.

Safety Culture

“BSEE defines safety culture as the core values and behaviors of all members of an organization that reflect a commitment to conducting business in a safe and environmentally responsible manner.” (BSEE, 05/09/2013).

Cultivating a safety culture is a key aspect in maintaining workplace safety.

Roots of the Game

Cross Cultural training and its derivative Diversity & Inclusion are decades old. Moreover, Game Theorists have long understood the superior learning retention associated with human interactions in competition or collaboration ‘gaming’ situations.

For over 25 years, versions of this game have been used in a variety of professional training environments. Now it is available on the Cloud. Individuals and teams can play the game at any time and any place at their convenience.

The Scenario

Working with the industry, we have developed a realistic scenario for the well completion process. This is a collaborative effort as both the Operator and its Service Provider have a vested interest in completing tasks on time and on/under budget in a safe and environmentally manner.

However, there is tension built in between organizations and the individuals representing them. Typical of the company man and the service provider’s engineer at the wellsite. Performance metrics are unique to each organization and individual & team reward systems and are tied to success as defined by respective company management.

Engineering challenges are part of the scenario requiring both parties to work together to accomplish their collaborative duties. Human

Factors are integral to the game problem and one or more solutions.

How the Game Works

Human interactions are a function of unique individuals, not the interface between a human and electronic decision tree in a gaming App. This makes this solution unique. Each individual Player or Team answers a few brief questions about themselves and their organizations.

Both players are given the same Background, Well Completion Scenario and Rules. Individual Position Papers define the Role, Performance Metrics and Tasks for each player/team.

Working together (face to face) over interactive web media each player offers iterations of value in three categories, production, safety and financial. This negotiation continues until agreement is reached.

Each Player's Goal is to Maximize their Set of Performance Metrics.

Each player then completes a Post-Game Questionnaire that captures their understanding of how the game went, including their opinion regarding the other party's conduct. Results are tabulated in the aggregate and presented both the players and management.

Post-game workshops may add value for larger organizations seeking to better understand behaviors regarding realistic operations.

Learning Outcomes

While this game uses technology, fundamentally the interaction is between people of different perspectives with a collaborative set of tasks.

Players can expect to gain:

- A greater understanding of cross-cultural interaction
- Empathy for counterpart(s)

- Specific expertise to use immediately solving business problems

Experience has shown this approach is realistic and mimics actual job performance.

The same players can also engage with other parties in an organizational ecosystem as well. This can expose the group to differences among those parties. This is particularly useful in a complex well completion environment.

Value Proposition

For a variety of reasons, people misunderstand each other constantly. However, most businesses need to collaborate within departments, with partners and suppliers as well as other constituents such as regulatory agencies and the general public.

Miscommunication and poor understanding of the others' 'values' and Key Performance Indicators can and often does lead to sub-optimal performance and even catastrophic failures.

Often value is 'soft' such as increased efficiency or safety. In many ways this makes the value proposition even more important.

Major incidents can lead to loss of the license to operator and even equity collapses!

Who Should Play the Game?

One premise that individuals, teams and organizations Relationships' are determined by Behaviors in specific circumstances or Conditions (situations). This R B C model is useful when training individuals for cross cultural engagements.

All those charged with Safety Culture, especially in field operations should play the game with their counterpart(s).

For More Information

[Contact us](#) or our [Game](#) and [Systemic Safety](#) Portals.