



# Critical Team Performance

*Passionate about Excellence*

Phil Smith – Managing director, Critical Team Performance Ltd

Phil has had a passion for Human Performance training for over 20 years. He believes in the knowledge that teams and individuals operating in critical environments can benefit from increased awareness on how to tackle the issues surrounding Human Error, Leadership and behavioural change.

Phil gained his training and coaching experience within the Royal Air Force as the Senior Instructor at the Logistic Officer Training School; he also served in the role of an operational crewman on Hercules and Chinook aircraft in several theatres of action.

Since retiring from the RAF in 2007 and starting up his company, Critical Team Performance (CTP), Phil has gained immense experience in the training and observation of multi-disciplinary Healthcare teams and has insight into the issues and culture that is found in Healthcare working environments across the spectrum. His experiences range from observing and coaching teams from paediatric neuro-surgery at Great Ormond Street to working with community mental health teams and designing appropriate training and development packages for those specialties including 1000's of Dr's, Surgeons, Nurses, HCA's and Managers at over 150 NHS Trusts and Private hospitals across the UK.

Post the 2010 Gulf of Mexico Deepwater Horizon blowout disaster Phil has been working extensively within the Oil and Gas Industry developing and delivering Human Factors and Change Management Programmes; spending his time working and coaching on offshore platforms around the world as well as onshore drilling rigs and corporate HQ buildings. In 2014 CTP was commissioned by the International Oil and Gas Producers Association to work with an industry-wide stakeholder group to write a Global Recommended Practice for Well Operations Human Factors Training. Partners on the project included Shell, BP, BG Group and Maresk Oil among others. The paper was released in late 2014 (IOGP Doc 502). CTP was short-listed for an award under the 'Safety' category at the 2015 UK Energy Institute Awards Dinner for this work.

Phil has also delivered mandated annual non-technical skills training to commercial aircrew from around the World for multiple airlines and CTP is unique in the World for the training they deliver abroad to the highly specialised Explosive Ordnance Disposal and Search teams within the British Army and other NATO countries. Phil has also coached and trained critical teams and individuals within the Commercial Sector with International Financial, Telecommunications, and Engineering Data Centre Management companies.

Phil has been invited to be keynote speaker at a number of International Conferences including Brisbane; Perth; Houston; Baku; Tunis; Brussels; Cairo; Dubai; Doha; Muscat and London. He has had articles published in the 'Emergency Services Times' magazine and the USA publication 'The Detonator' as well as being part of teams commissioned to study and publish highly regarded medical papers.

## **Qualifications:**

SDI + Advanced; NLP; MBTI; CRMI (CAA Licenced Crew Resource Management Instructor)

## **O&G Clients include:**

BG Group; Shell; BP Azerbaijan; QGC Australia; ONE; PDO; Maersk Oil Qatar; Halliburton; Topaz Marine; T.D. Williamson; Sasol; IADC; IOGP