



**Encouraging Learning in the Workplace:  
Helping Others Learn**

Opportunities to help others learn come up all of the time in the workplace. When you help a staff member deal with an angry customer, you have an opportunity to help her learn. When a team member comes to you frustrated by a recent change in a work system, you have an opportunity to help him understand why the change was necessary.

Whether you regard this as 'training' or not, this kind of learning doesn't just take place in formal classrooms, seminars, or online courses. And you don't have to be a trainer to want to help people learn new things, and better understand their roles within the organization. Many people, at many levels, train others at some point - and they have a role in creating a learning environment that affects the way work is done, and how their teams are taught new things.

So how can you help people learn effectively within your company or team? There are many ways to do this, some of which involve actual 'lessons.' However, the general idea is to create an environment where people are committed to learning, and in which they are supported in their efforts.

*continued on page 2*



CALENDAR OF EVENTS

**WEDDING ANNIVERSARY**



**Richard & Favour  
Aihebholoria:**  
Congrats on your  
wedding anniversary  
December 7

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**HAPPY BIRTHDAY to**



**Rita Igbosoroze**  
(PA to  
Chairman)  
December 21



**Kenny Edet**  
(Logistics)  
December 31

## Motivating People to Learn

People aren't always motivated to learn. Some simply don't want to change. Others think that learning happens naturally, and that it's an inevitable outcome of instruction. Clearly that isn't always true, because you can teach someone lots of skills, and still not see that person actually apply those skills. That's why you need to motivate people to learn and change. A useful model for doing this is ARCS, which stands for 'Attention, Relevance, Confidence, and Satisfaction.' This was developed by John Keller in 1983, and it's been used and validated by teachers and trainers across a wide range of learning environments - from universities to the military. Here are the basic components of the ARCS model:

**Attention** - Capture learners' attention at the start of the session, and maintain it throughout.

Ask learners questions to make them think about why they should learn the skill.

Use role-playing or other activities to show the importance of learning the skill. For instance, you could play the role of an angry customer, and have the learner respond to you as a way of demonstrating the best way to handle a difficult situation. Use specific examples, and ask learners to offer their own solutions, to stimulate their interest further.

**Relevance** - Explain to learners how important the lesson is, and how it could benefit them.

Describe the benefits. For example, by learning strategies for handling angry customers, your staff will be less anxious about dealing with them.

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***Relate the lesson to their current jobs and experiences. The learning materials, assignments, and projects should be applicable to their work, and to specific situations they face in their daily jobs.***

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Develop a connection between learning the skill and developing their careers. Discuss issues like increased satisfaction, higher pay, and promotion opportunities.

**Confidence** - Tell learners what is expected of them.

Set clear objectives for the session, and check in regularly with learners to make sure they're not falling behind.

Design projects and lessons so that learners experience small successes along the way, before they completely master the skill.

Give learners enough time to practice skills, so that they'll be successful when they apply these skills to the job.

Make sure you're teaching at the right level. Learners can lack motivation if something is too difficult - or too easy.

Allow learners to have input into their learning by helping them create their own learning goals.

**Satisfaction** - Reinforce successes and motivation.

Give lots of feedback. Make sure it's specific, timely, and relates to how learners can put the skill into practice on the job.

Recognize learners' successes. Praise often, and find ways to reward achievements. Let learners know that you and the company value and appreciate expertise and high levels of skill and competence.

Look at ways to increase motivation. Find out what learners are interested in and passionate about. And find ways to get learners to motivate one another as well.

## Learning Tips

As well as increasing the motivation to learn, there are many ways to make your sessions more interesting and enjoyable. These ideas can be used for formal lessons, or for spontaneous learning opportunities that present themselves.

You can help the learning process by doing the following:

**Use pre-instruction questions** - These can get learners to think about why they should be learning this new skill, as well as to appreciate the benefits of learning.

**Use conceptual models** - These are often a useful way for helping learners to store and retrieve information. Mental models (which can be in the form of diagrams and charts) are often helpful for learning the details of a lesson.

**Vary the learning material** - This will help you deal with the different ways in which people learn. You can vary your material for different learning styles as follows:

- **Visual Learners** - Charts, graphs, or images are useful for representing the information being conveyed, as well as information in books or reports.
- **Auditory Learners** - Lectures, presentations, and group discussions help auditory learners 'talk through' what's being presented.
- **Kinesthetic Learners** - These learners like hands-on practice that's either real or simulated.

We all have our own preferred learning styles. If you provide as many different learning experiences as sensibly possible, you'll be more likely to connect with each learner.

**Group learners together** - Encourage learning and understanding by having people work with others who are learning the same skills. By helping one another, they can all reinforce what they're learning. Everyone in the team will then benefit from the strengths of the individual members.

**Provide opportunities for reflection and thinking** - Learning journals are a popular and effective way for people to write down their thoughts about how the learning process itself has been helpful to their overall development.

*Actively review the lesson at the end* -

What progress did the learners make, and what difficulties did they encounter? By revisiting the lesson, you have an opportunity to learn from the experience yourself - and hopefully figure out how to improve the content or approach next time. Reviews also give learners opportunities to analyze their performance, and increase their commitment to continuous learning.

*Use all of your emotional intelligence and communication skills* -

This means establishing a connection with learners, listening actively, using empathy where appropriate, being patient, and showing genuine interest in the people and in your teaching.

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***Your attitude toward learning has a huge impact on the learners' attitudes, so make sure you're a good role model for continuous, active learning.***

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## How to Disagree with Your Boss -- Without Losing Your Job

You are at your weekly staff meeting, and you've just presented your brilliant idea on how to boost productivity and save money. But then your boss shoots down your idea with a vague reason or two. You know you're right and your boss is wrong. So should you remain quiet or stand up for your idea?

Joseph Grenny, co-author of *Crucial Conversations: Tools for Talking when stakes are high*, says that with the right set of skills, you can respectfully disagree with your boss, without damaging the relationship and without risking your job.

Below are some tips:

### Speak Up

First, recognize that your opinion counts. "The ability to master crucial conversations is vitally important in the workplace," says Grenny. "Those who have difficulty confronting others negatively impact their organization."

Emily Bennington, co-author of *Effective Immediately: How To Fit In, Stand Out and Move Up At Your First Real Job*, agrees that learning how to speak up is vital to success. "As you move up in your career, it's important to understand how to handle difficult conversations," Bennington says. "The sooner we can all learn to solve problems rationally through mature dialogue, the better."

### Make Sure Your Concern is 'Boss-Worthy'

While being assertive is important, don't bring every little issue to your boss -- be selective.

"When bosses are bombarded with interpersonal issues between colleagues, they feel like they are babysitting more than leading," Grenny says. "Always try to resolve issues with your colleagues before running to the boss."

Larger concerns that impact your performance or the performance of the organization are boss-worthy, as are times when you need to own up to a mistake.

"Always tell your boss when you've made a mistake that could potentially damage a relationship with a customer or client," says Bennington. "A good boss would rather hear about a problem before it becomes a fire."

### Get a Room

If you disagree with a decision your boss has made, the worst thing you can do is voice your opinion in front of others or fire off a heated email.

"Make sure you pick the right moment," says career consultant Andrea Kay. "It may not be a good idea to challenge your boss in a meeting."

And don't just burst into your boss's office; request an appointment in a private place. "It's always better to have it face-to-face," Bennington says. "And if there's a high degree of emotion involved, email is not your medium."

### Start on a Positive Note

Don't start the conversation with the negative. Kick things off by complimenting something about the situation that is working, advises Bennington. Then clarify your intentions, concerns and recommendations to make it better.

"If your boss becomes defensive, pause for a moment and check in," Grenny suggests. "Reassure them of your positive intentions and allow them to express any concerns they have."

### Stay Company-Focused

Always stay company-focused, says Kay, by asking thoughtful questions and presenting various ways a situation will impact the organization.

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*Finally, don't be discouraged if your boss ultimately fails to change his mind. Remember that voicing your opinion is good for the company and lets your boss know that you care about the success of the organization.*

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## 10 Tips for Getting Your Work & Life in Balance

Here are 10 tips to help you achieve a better balance in your life. Take a moment to read and reflect on these tips!

1. **Negotiate a Change with Your Current Employer.** Progressive employers recognize the value of good employees, and many are willing to find ways to help current employees deal with short-term or permanent changes caused by family situations. The changes can include flextime, job-sharing, telecommuting, or part-time employment. Your first step is to research your employer's policies and methods of handling previous requests. Then go to your boss armed with information and a plan that shows how you will be an even more valuable and productive employee if you can modify your current work situation.
2. **Find a New Career.** Some careers are simply more stressful and time-consuming than others. If you need more time for yourself or your family, now may be the time to explore careers that are less stressful and more flexible.
3. **Find a New Job.** Rather than a career change, perhaps you simply need to take a less stressful job within your chosen career. This change may involve working with your current employer to identify a new position, it may involve a full job-search, or it may involve temping or becoming a consultant or starting a freelancing or other home-based business.
4. **Slow Down.** Life is simply too short, so don't let things pass you in a blur. Take steps to stop and enjoy the things and people around you. Schedule more time between meetings; don't make plans for every evening or weekend, and find some ways to distance yourself from the things that are causing you the most stress.
5. **Learn to Better Manage Your Time. Avoid Procrastination.** For many people, most of the stress they feel comes from simply being disorganized -- and procrastinating. Learn to set more realistic goals and deadlines -- and then stick to them. You'll find that not only are you less stressed, but your work will be better.
6. **Share the Load.** Even though we may sometimes feel we're the only ones capable of doing something, it's usually not the case. Get your partner or other family members to help you with all your personal/family responsibilities. Taking care of the household, children, or parents should not be the responsibility of just one person.
7. **Let Things Go. (Don't Sweat the Small Stuff.)** It's simpler said than done, but learn to let things go once in a while. So what if the dishes don't get washed everyday or that the house doesn't get vacuumed every week. Learn to recognize the things that don't really have much impact in your life and allow yourself to let them go -- and then not beat yourself up for doing so.
8. **Explore Your Options. Get Help.** If you are feeling overwhelmed with your family responsibilities, please get help if you can afford it. Find a sitter for your children, explore options for aging parents, and seek counseling for yourself. In many cases, you have options, but you need to take the time to find them.
9. **Take Charge. Set Priorities.** Sometimes it's easier for us to allow ourselves to feel overwhelmed rather than taking charge and developing a prioritized list of things that need to get done. You need to buck the trend. Develop a list. Set priorities. And then enjoy the satisfaction of crossing things off your list.
10. **Simplify.** It seems human nature for just about everyone to take on too many tasks and responsibilities, to try to do too much, and to own too much. Find a way to simplify your life. Change your lifestyle. Learn to say no to requests for help. Get rid of the clutter and baggage in your house -- and your life.

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*In the end, the key word is balance. You need to find the right balance that works for you. Celebrate your successes and don't dwell on your failures. Life is a process, and so is striving for balance in your life.*

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# QHSE NEWS

## Cell Phones and Driving

### You'll survive a missed phone call; you might not survive a collision!

The notion that talking on a cell phone while driving a car isn't safe seems obvious, yet what happens in the brain while it juggles the two tasks is not.

Drivers are far more distracted by talking on a cellular phone than by conversing with a passenger in an automobile, according to a new study.

Using cell phones while driving should be avoided. It is distracting and increases the risk of collision. Your primary concern behind the wheel is the safe operation of the vehicle.

### To avoid collisions arising from the use of cell phones:

- Turn the phone off **before** you start driving. Let callers leave a message.
- If there are passengers in the vehicle, let one of them take or make the call. If you're expecting an important call, let someone else drive.
- If you have to make or receive a call, look for a safe opportunity to pull over and park.

***Keep your hands on the wheel, your eyes on the road and your mind on the driving.***



## Company News!

### 1. Appointment:

- A new staff recently joined the Owel-Linkso Group team. Mr. Joshua Ogbimi takes over from George Udenze as the GM HR.

*We welcome Joshua to the Group and wish him pleasant stay at Owel-Linkso.*

- George Udenze the former GM HR is now moved to IGPC as Project Commercial Analyst.

*We wish George good success in his new position.*

## Industry News!

### Total announces the sale of its participating interest in the offshore OML 138

Total announces that it has finalized an agreement to sell its 20% contractor interest in OML 138 block to a wholly owned subsidiary of China Petrochemical Corporation (Sinopec), for approximately US\$2.5 billion in cash (subject to post-closing adjustments). The agreement is subject to approval by the Nigerian authorities.

The OML 138 block contains the Usan field which started production in February 2012.

“The transaction is aligned with Total’s active portfolio management. Usan accounts for less than 10% of the Group’s equity production in Nigeria. This sale of an asset operated from a minority position will allow us to focus our resources on the material growth opportunities in Total’s portfolio” said Yves-Louis Darricarrère, President Upstream at Total.

The Nigerian National Petroleum Corporation (NNPC) is the OML 138 concession holder. Other partners include Chevron Petroleum Nigeria Ltd. (30%), Esso E&P Nigeria (Offshore East) Ltd. (30%) and Nexen Petroleum Nigeria Ltd. (20%).

Total’s onshore production comes from OML 58, which it also operates as part of its joint-venture with NNPC. A project is underway to increase the lease’s natural gas and condensate production capacity to supply the domestic market.

In addition, Total has significant equity production in Nigeria from its interests in non-operated ventures, particularly the NNPC/SPDC joint venture (10%) and SNEPCO operated PSC (12.5%), which includes the Bonga field. Total also has a 15% interest in Nigeria LNG, whose liquefied natural gas production capacity was increased to 21.9 million metric tons per year when Train 6 was brought on stream in late 2007.

# BRAIN TEASERS & PUZZLES

## TEASER 1:

### The Old Monk and the Staircase

Construction of a stronger and more massive bell tower for the monastery to replace the one destroyed during the last civil strife with a neighboring lord was well underway when the old Monk visited the site. The Abbot showed the Monk the drawings and model for the three-bell tower. The Monk was impressed until he stood where the bell chamber would be and saw the spiral staircase in this medieval bell tower running the wrong direction (counterclockwise).

"The staircase direction must be changed," said the Old Monk. The Abbot looked at the staircase and agreed. Why?

## TEASER 2:

### Water in the cup

A man in a restaurant asked a waiter for a juice glass, a dinner plate, water, a match, and a lemon wedge. The man poured enough water onto the plate to cover it.

"If you can get the water on the plate into this glass without touching or moving this plate, I will give you \$100," the man said. "You can use the match and lemon to do this."

A few minutes later, the waiter walked away with \$100 in his pocket. How did the waiter get the water into the glass?

## Puzzle 1

A man lives in a small house with a farm as his back garden and has a river beside his house. On the other side of the river is a shop. One day he visited the shop. he bought a chicken and Fox for his farm and bought a bag of corn to feed the chicken on. The man can only take one thing and himself across in the boat. With out killing any animals or letting another animal eat an item or animal, how will the man get across?

## Puzzle 2

There is a room with no doors, no windows, nothing and a man is hung from the ceiling and a puddle of water is on the floor. How did he die?

## Puzzle 3

A lift is on the ground floor. There are 4 people in the lift including me.

When the lift reaches 1st floor, 1 person gets out 3 people get in. The lift goes up to the second floor, 2 people get out 6 people get in.

It then goes up to the next floor up, no-one gets out but 12 people get in. Halfway up to the next floor up the lift cable snaps, it crashes to the floor. Everyone dies in the lift. How did I survive?

## ANSWER TO PUZZLE 1:

Bring the chicken across. Bring the fox across. Take the chicken back across. Bring the corn across then bring the chicken across.

## ANSWER TO TEASER 1:

Spiral staircases in medieval castles, towers and Keeps were run clockwise. This is because all knights used to be right-handed. When the intruding army would climb the stairs they would not be able to use their right hand, which was holding the sword because of the difficulties of climbing the stairs, giving clear advantage to the defenders. Many of the orders of clergy had military training in order to defend monasteries and Abbeys during the Middle Ages.

Left-handed knights would have had no troubles, except left-handed people could never become knights because it was assumed that they were descendants of the devil.

## ANSWER TO PUZZLE 2:

He was standing on a block of ice and it melted.

## ANSWER TO TEASER 2:

First, the waiter stuck the match into the lemon wedge, so that it would stand straight. Then he lit the match, and put it in the middle of the plate with the lemon. Then, he placed the glass upside-down over the match. As the flame used up the oxygen in the glass, it created a small vacuum, which sucked in the water through the space between the glass and the plate. Thus, the waiter got the water into the glass without touching or moving the plate.

## ANSWER TO PUZZLE 3:

I got out on the second floor

## QUOTE:

All mankind is divided into three classes: those that are immovable, those that are movable, and those that move.

~ Arabian Proverb

## QUOTE:

The greatest conflicts are not between two people but between one person and himself.

~ Garth Brooks

## QUOTE:

Criticism, like rain, should be gentle enough to nourish a man's growth without destroying his roots.

~ Frank A. Clark