

Video 3: Competency

While legislation defines competence through knowledge, training, credentials, experience, and hazard awareness, this video goes further. Competence isn't just what someone knows—it's shaped by the environment and people around them. Organizations build competence at every level through leadership, mentoring, feedback, and on-the-job experience.

Get the most out of the safety video

This video shows how competency develops over time. A young worker asks coworkers for help when unsure of a task, gaining valuable job knowledge. One year later, we see his growth as he applies that knowledge to support and teach a new worker.

01

Before watching, ask the team to reflect on how they developed competency in their own work:

- How did you develop competency in different skills, and what did supervisors do that helped you learn and feel supported?
- What conditions or teaching approaches helped you do your best work?
- How can everyday tasks become mentoring moments, rather than just telling someone what to do?

02

Watch the safety video

While watching the video, consider:

- How does your organization reinforce learning and maintain a focus on competency development?
- What do you need from others to build your competence?
- How do you contribute to both your own growth and the development of others?

03

Discuss with your team

- How do you continue learning once formal training ends?
- Why might a person be competent in one setting but less so in another?
- How does your organization foster psychological safety so people are comfortable to ask questions?

04

Key takeaways

- Competence evolves through experience, practice, mentorship, and ongoing feedback—not as a one-time achievement.
- Culture and mentorship drive growth, creating safe environments for learning and questioning.
- Ongoing reinforcement and shared responsibility keep competence effective as risks change.

05

Call to action

- Build competence daily through coaching, knowledge sharing, and on-the-job feedback—supported by the organization.
- Foster a speak-up culture where questions are encouraged and everyone feels safe to learn and grow.