JUST CULTURE / HRO INTERFACE.

Presented by

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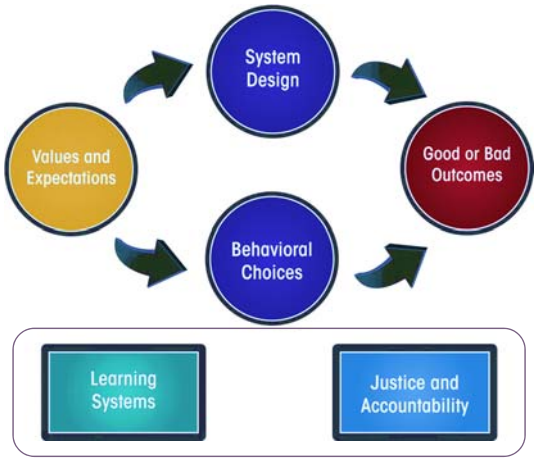
PREOCCUPATION WITH FAILURE OR RISK?

IT'S ABOUT MANAGING THE SOCIO – TECHNICAL SYSTEM



COMPETING VALUES

"Your Culture is - what your people are doing - when you are not looking"

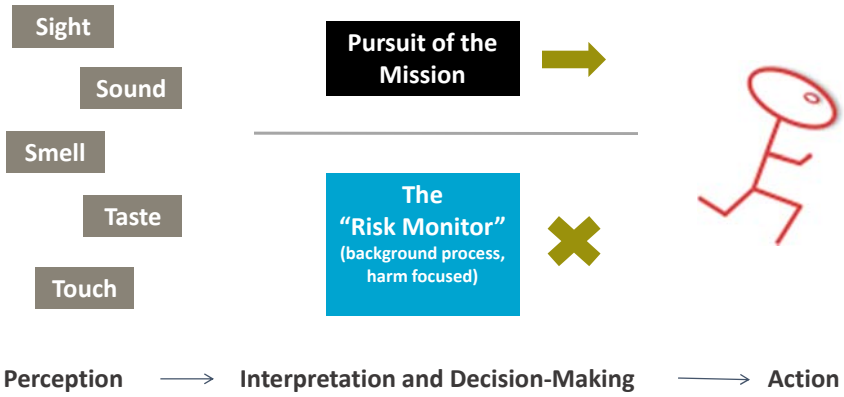
HUMAN BEINGS

Are Hazard and Threat Avoiders

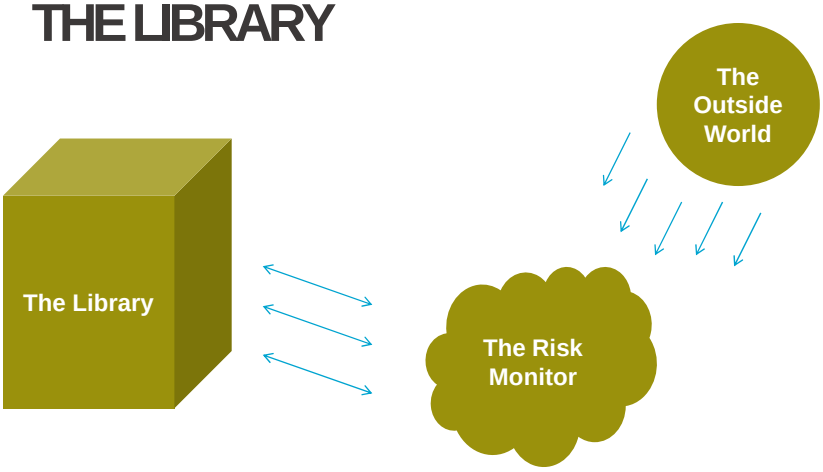
Vs.

Rule Followers

A SIMPLE MENTAL MODEL



THE LIBRARY



The Risk Monitor is continuously comparing what it seen in the outside world with what sits in "the library" created by each human being

OUTCOME / SEVERITY BIAS

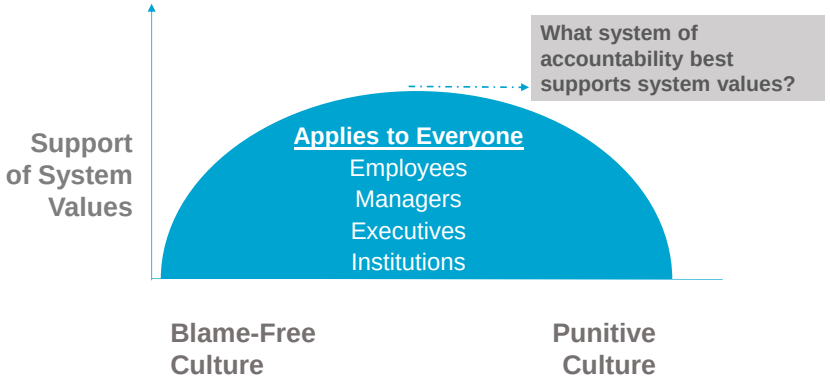
MANAGING

We may punish when someone doesn't deserve to be punished

We let risky behaviors continue unchecked **"No Harm, No Foul"**

Potentially overreact to singular events and underreact to risk

WHAT WE SEEK



MANAGING SYSTEM DESIGN

IS ABOUT PLAYING THE GAME WITH THREE DICE

Knowing that every dice has an error or choice present

MANAGING HUMAN BEHAVIOR

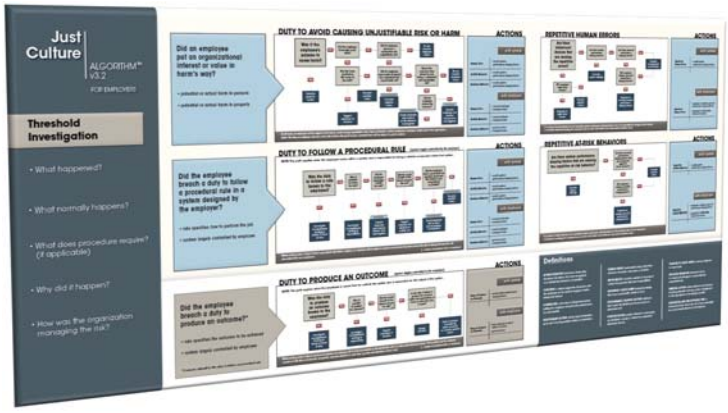
THE BEHAVIORS WE CAN EXPECT

- **Human Error:** an inadvertent action; inadvertently doing other than what should have been done; slip, lapse, mistake.
- **At-Risk Behavior:** a behavioral choice that increases risk where risk is not recognized, or is mistakenly believed to be justified.
- **Reckless Behavior:** a behavioral choice to consciously disregard a substantial and unjustifiable risk.

THE THREE BEHAVIORS

Human Error	At-Risk Behavior	Reckless Behavior
Inadvertent action: slip, lapse, mistake	*A choice: risk not recognized or believed justified*	*Conscious disregard of a substantial and unjustifiable risk*
Manage through changes in: • Processes • Procedures • Training • Design • Environment • Behavioral Choices	Manage through: • Removing incentives for at-risk behaviors • Creating incentives for healthy behaviors • Increasing situational awareness	Manage through: • Remedial action • Disciplinary action • Punitive action
CONSOLE	COACH	PUNISH

JUST CULTURE ALGORITHM



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