



OCAID

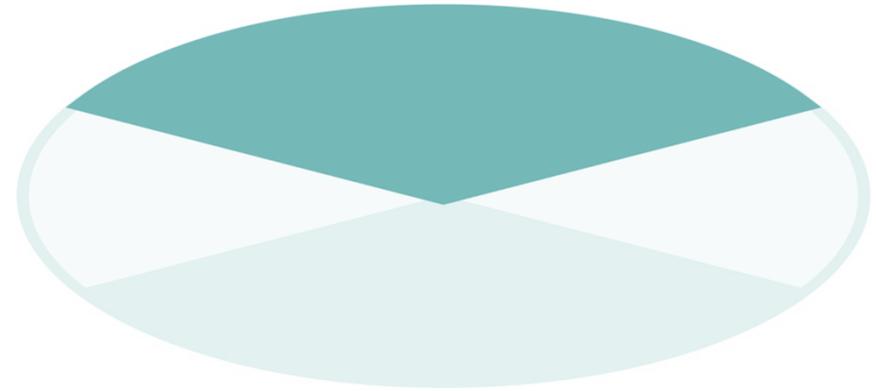
Organisational Culture & Individual Development

Human Factors & Human Failure

Hampshire Health Safety &
Environmental Group

Presented By Joyce Elisha

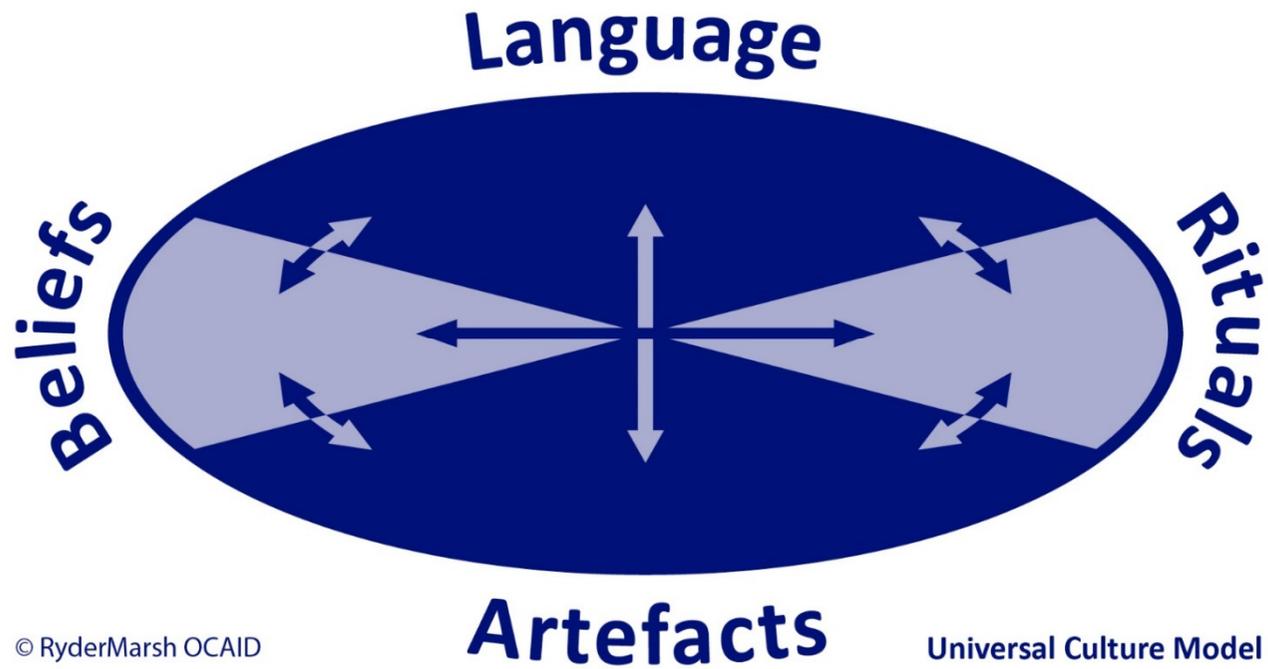
Language



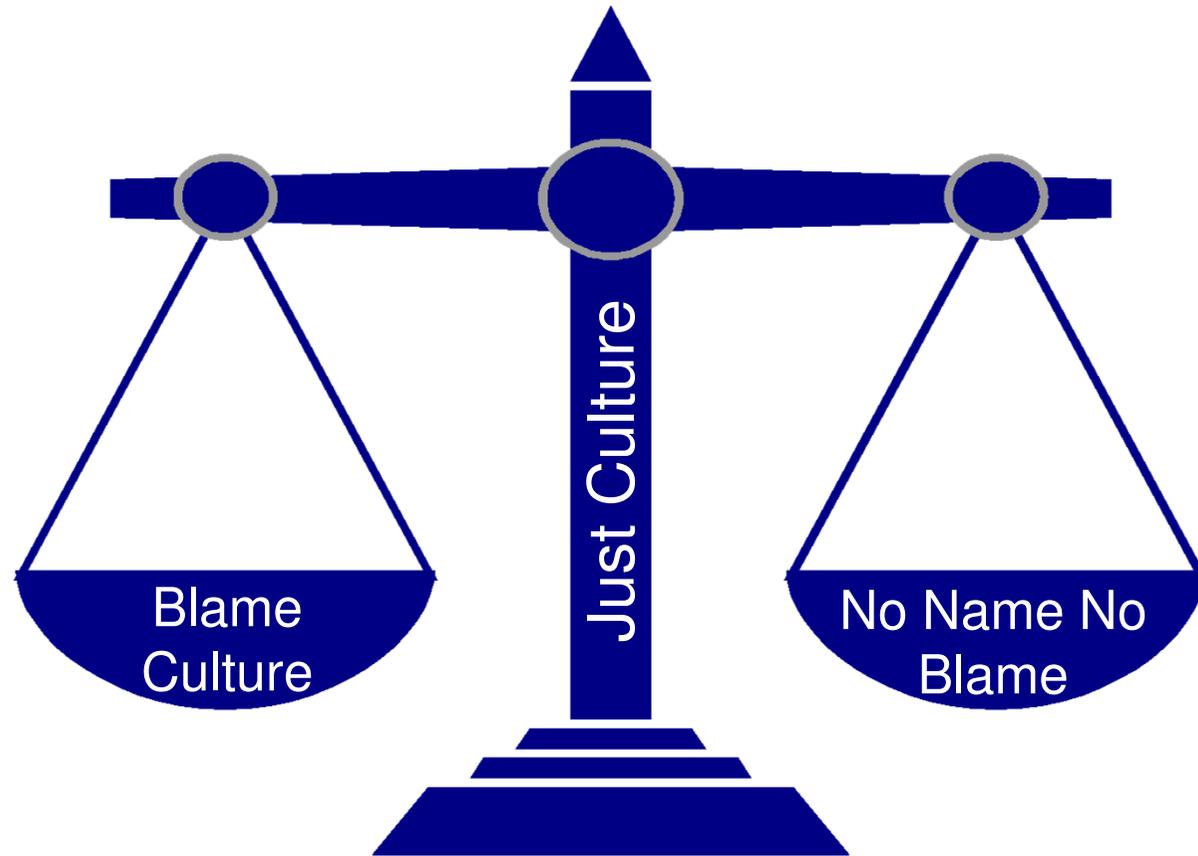
mis-step
moment
senior
misunderstand
vagabonding
wrong
error
d'oh
pas
mistake
mix
overlook
cock
slip
goof
mess
tong
gaff
miscount
bungler
rule
Faux
violation
blunder
oops
pete
misjudge
pear



Elements of Culture



Just Culture



Copyright © RyderMarsh OCAID Limited 2016
No further reproduction or use permitted without express written permission

Recognise Safe Behaviour

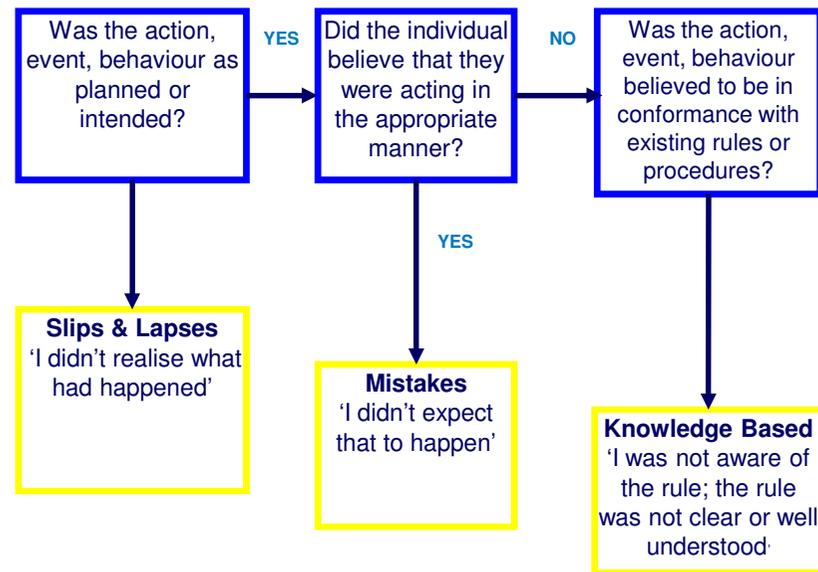


Analyse Unsafe Behaviours

- Error or violation?
- Analyse the Human Factors
- Provide feedback
- Ownership & Coaching



Errors



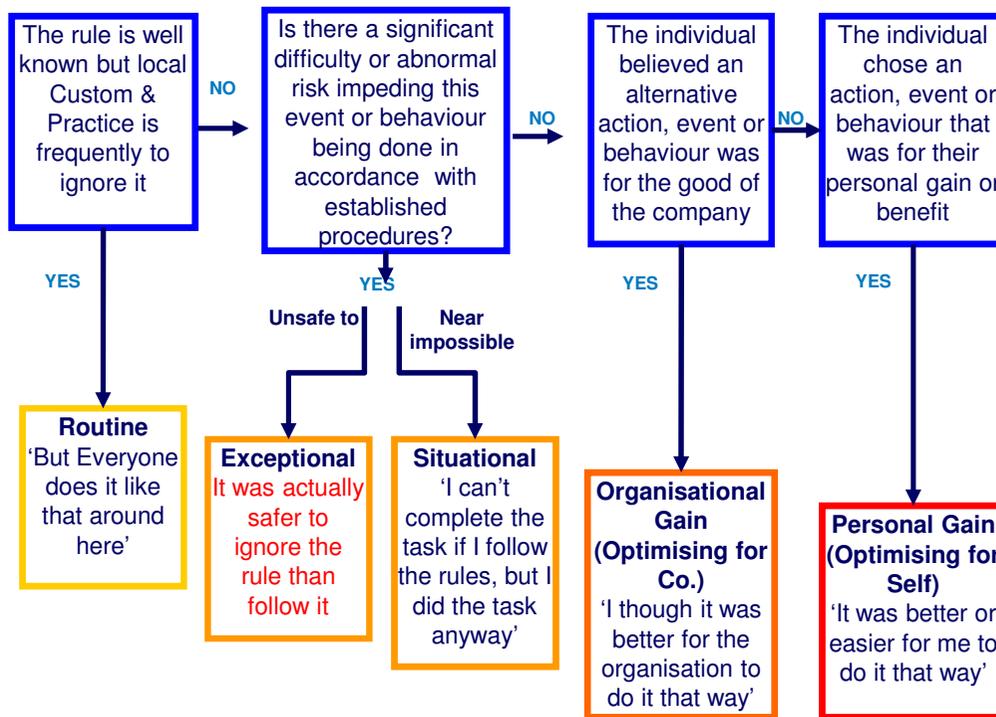
We perform errors simply because we are human

Punishing errors increases the belief in a Blame Culture

Learning from errors means we can attempt to design them out

Challenging helps us to manage errors before they become incidents

Violations



Violations show an intent to break the rule

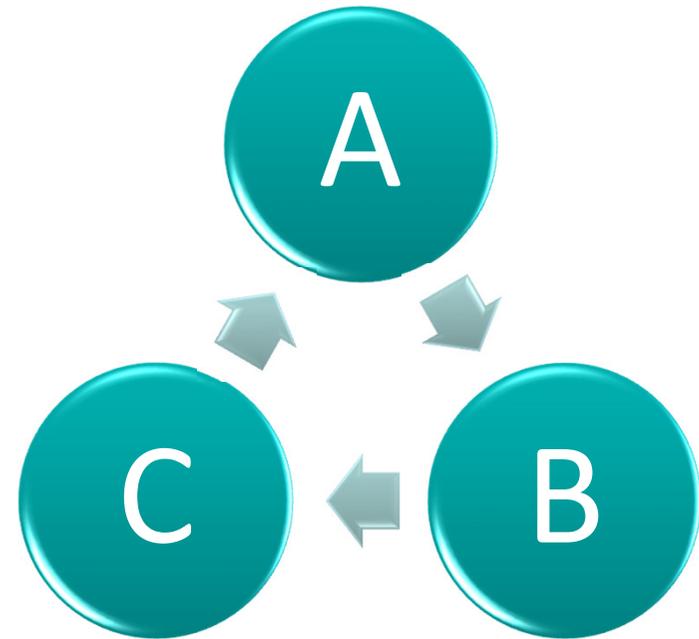
We however still need to understand why they did it

The ABC Model

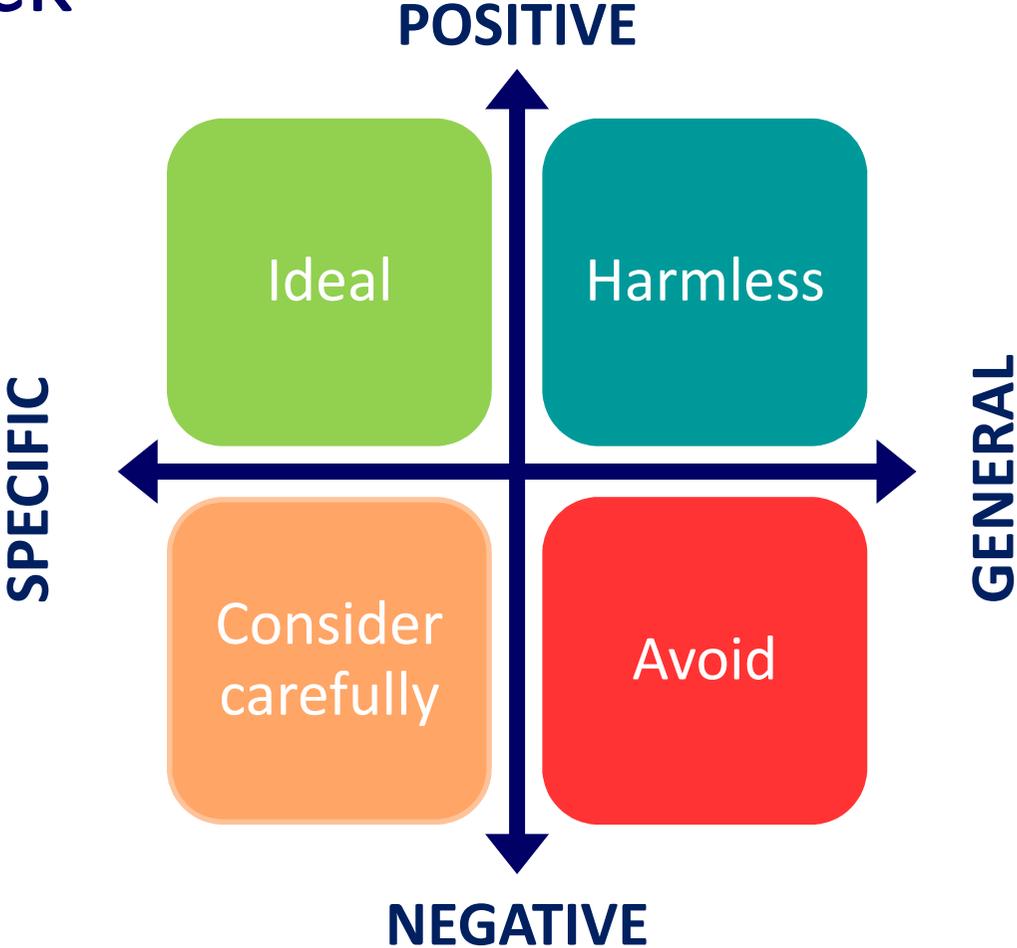
Antecedents: things that set the scene for a behaviour

Behaviour

Consequences: the outcomes of a behaviour



Feedback



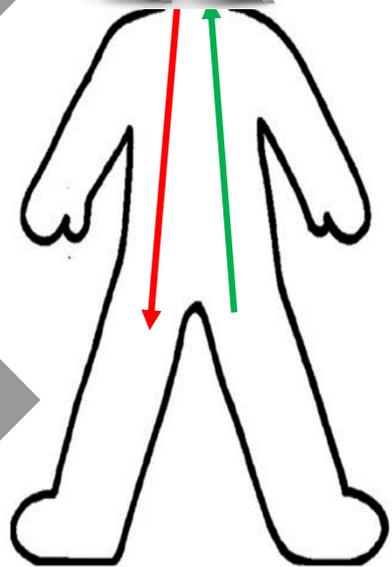
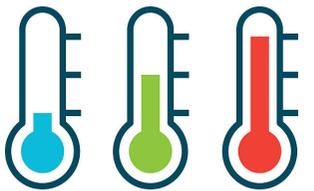
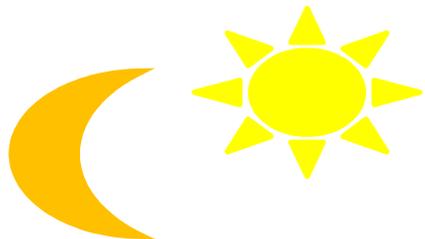
Copyright © RyderMarsh OCAID Limited 2016
No further reproduction or use permitted without express written permission

Coaching

The only thing you are allowed to tell someone is what they've done well

Everything else has to be asked as a question



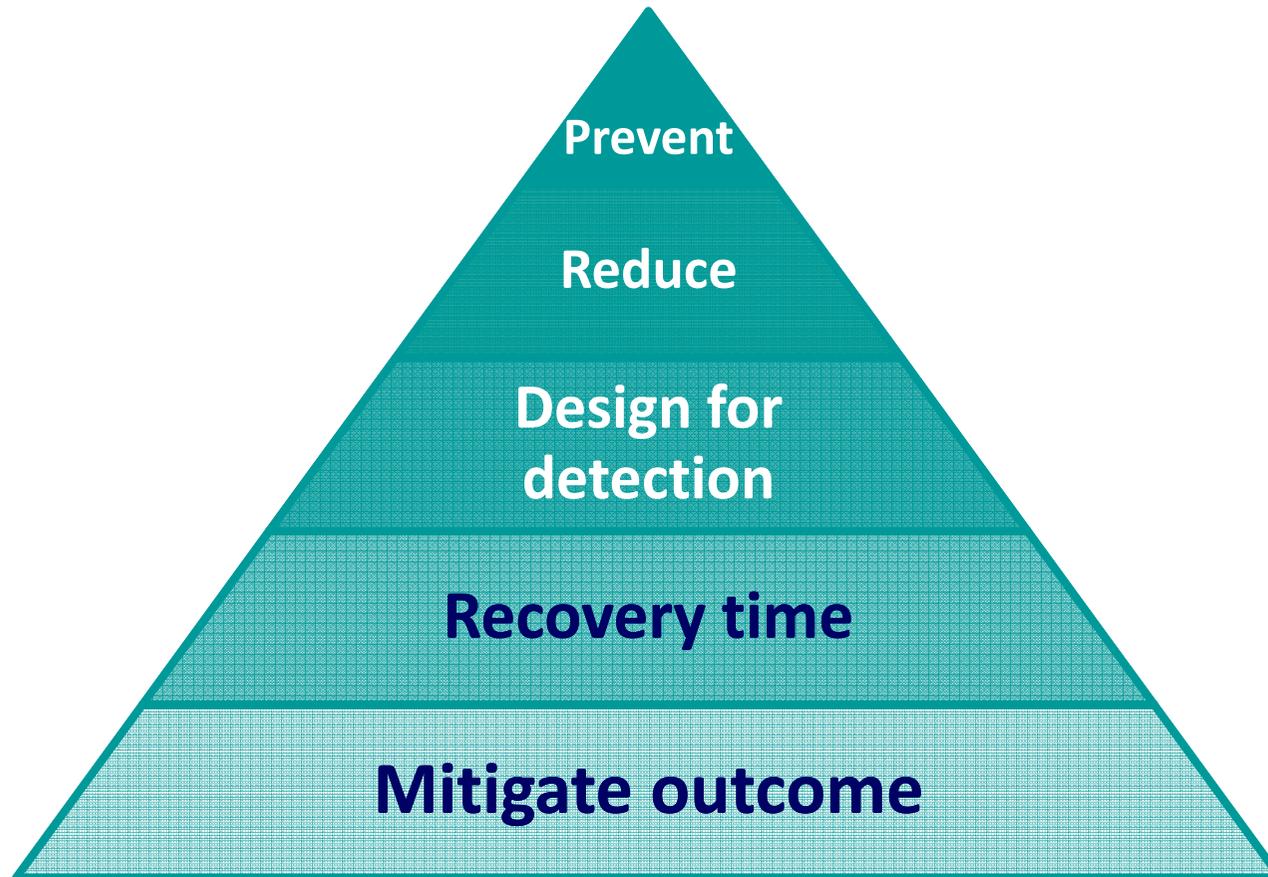


Copyright © RyderMarsh OCAID Limited 2016
No further reproduction or use permitted without express written permission



No...

Balanced Solutions



The Substitution Test

Would the next person do the same thing?

Yes = A System Issue,
so more analysis
needed



Yipee

Fab

Hunky dory

Nice one



Fabulous

Brilliant

Bees knees





*Excellent!
But Never Enough
(EBNE)*

**RM OCAID
THANK YOU**

