Just Culture in your pocket

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For you today

• Justice rights, sure. But what about SAFETY rights?
• Drawing the line – sure! Where? How?
• Reward the good, coach the weak, punish the bad. But who’s who?
• Individual or management? How?
• Capture knowledge on specific cases – How?
• Internal Just Culture = External Just Culture?
• Demo of website / app.
Beliefs

I. Absolute safety
II. Self-control is the best risk control
III. Safety vs. capacity
IV. Safety Management Systems
V. Intent is Important

VI. Specific prevention
VII. General prevention
VIII. Restore order
IX. Compensate the victim
X. Punishment annuls the wrongdoing
Trust is King

• Give people trust so they action their good intentions over and above their emotions.
• Better safety performance
• Your Just Culture adopts already parts of the classical beliefs of criminal justice.
• Justice officers will better trust your system

A good INTERNAL Just Culture assists a good EXTERNAL Just Culture
Easy cases are ... well, easy.

- ...but where is the **real** line between honest mistake and culpable behavior?
Interpreting human behavior

• “The line” is drawn in 256 shades of gray!
• INTENT is what counts, not the outcome
• Reward and stimulate positive behavior
• What about the (non-)actions of the manager?
13 possible interpretations
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To finish:

- Improve the world, start with yourself.
- Encourage the good!
- Trust installs a Just Culture – Internal and External
- Just & Fair web-based repository – to help draw “the line”
- Follow up for individual and manager.

- Plans for extensions of app include:
  - native app
  - more industry applications and examples
  - modules for justice and regulatory people.
  - on-line feedback mechanism
  - your request here?

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