



Just Culture in your pocket

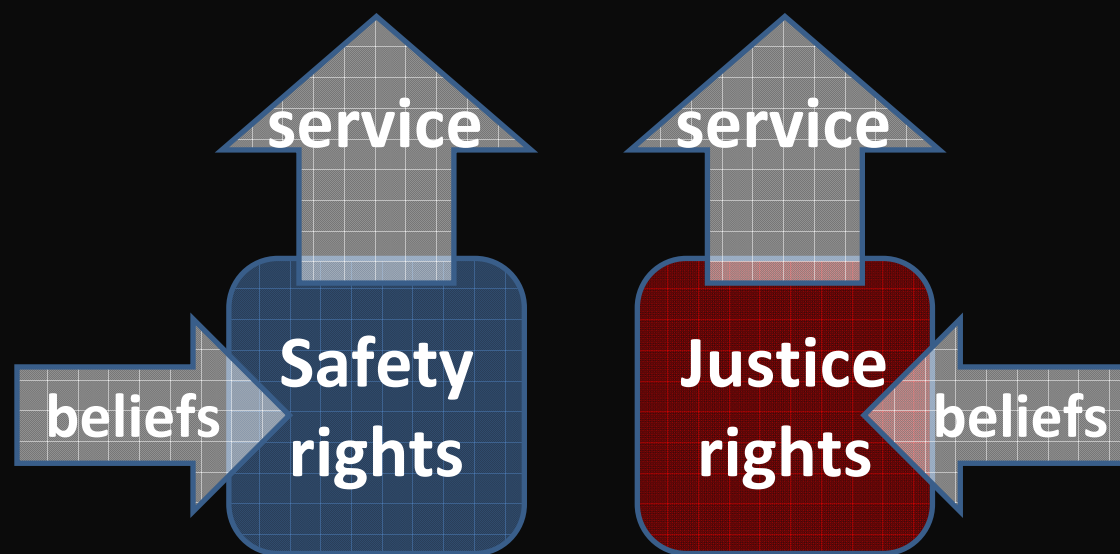
ir. Job Brüggen

20 sep 2012

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

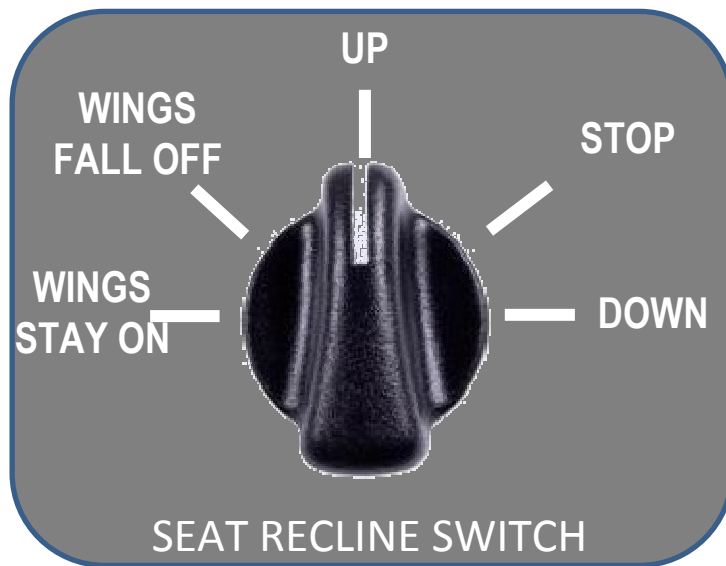
Trust is King



- 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.



Honest mistake



Reckless behavior

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

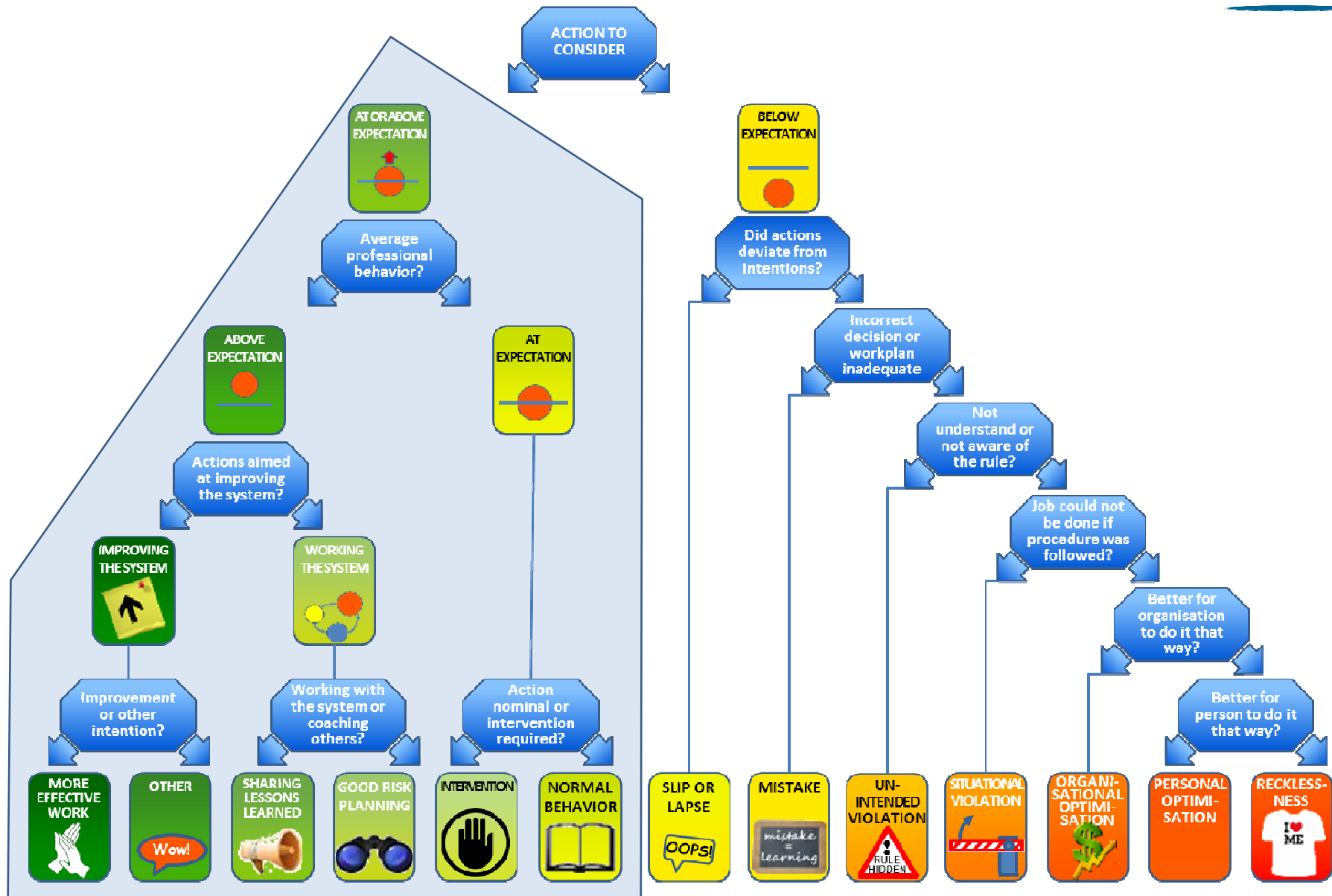
Interpreting human behavior



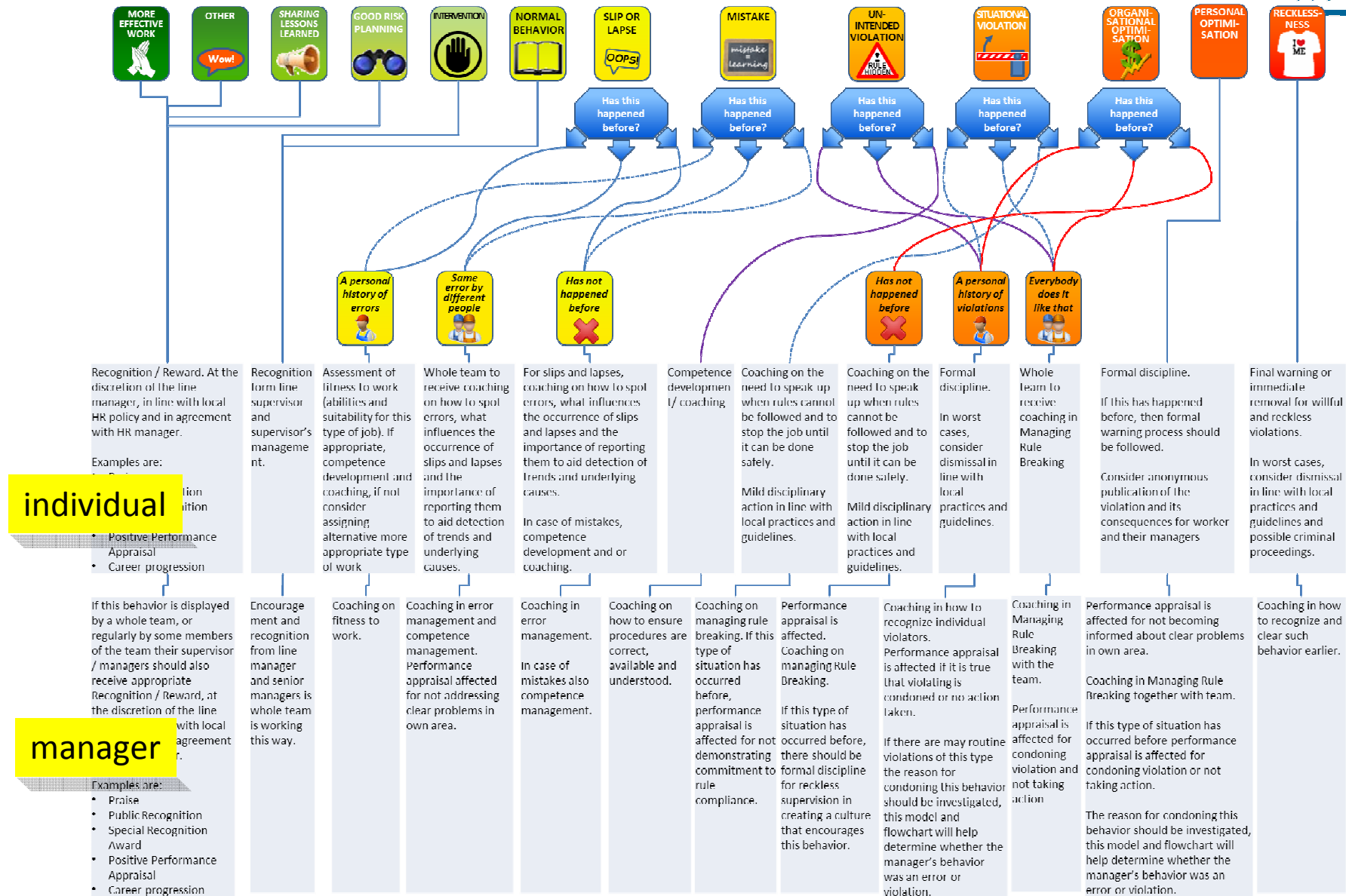
- “The line” is drawn in 256 shades of gray!
- INTENT is what counts, not the outcome



- Reward and stimulate positive behavior
- What about the (non-)actions of the manager?



Follow up



Just Culture in your pocket

JUST CULTURE WORLD
Interpreting human behavior

HOME
THEORY
DECISION TREE
HELP
SUBMIT
ABOUT

QUESTION D2

The person in question apparently was aware of the rule or the procedure. Still, this was not applied. Did the person violating believe the job could not be done if he/she followed the procedure?

EXPLANATION & HELP TOP

This module will take you through a set of structured questions. The questions have been based upon the Hearts & Minds theory as explained elsewhere. Read the question carefully and select the most appropriate answer. If you answer yes, the flow chart stops and you will be presented with the outcome and some examples. The examples allow you to match your selection to examples from the same or other industry areas. If you think the option is not right, then take the other option and you will be presented with a next question, until the flow chart is complete. You can use the up arrow at the top of the diagram to go back to the previous step in the decision tree. You can use the down arrow to see what follow-up and consequences for the person in question could apply. The following diagram explains the complete structure of the decision flow chart (click on picture for full image in new window). Handy if you want to have the complete overview.

JUST CULTURE WORLD
Interpreting human behavior

HOME
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Hello

Welcome!

Welcome to the Just Culture App from Just Culture World.

This is the very first attempt to put Just Culture in your pocket. Literally, because although the app runs from a website, it is intended to be run on mobile devices like smartphones. If you are behind a desktop or laptop computer, it should however appear as any normal website.

Any ideas? Let us know!

"I LIKE IT A LOT"

After seeing this version, prof. Patrick Hudson, originator of the Hearts & Minds method, said: "I like it a lot!"

JUST CULTURE WORLD

This site was developed by the same people as:

Visit Just Culture World
Click on the icon.
Also, follow our discussions on LinkedIn.

NEWSFLASH

SCHEDULED RELEASE DATE V1.0

Hi folks, the scheduled release date for the Just Culture app version 1.0 is now the 20th of Sept. Before we invited how we visiting. The we increas number. Nearly

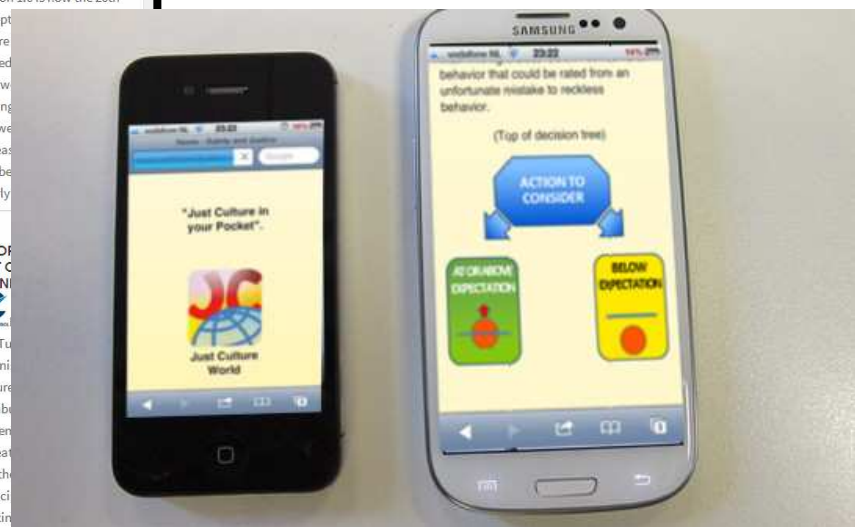
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Why a Just Culture?

Many of the most wonderful things we enjoy today are the result of endless trial and error. Take flight for example. After the Wright brothers successfully managed the first powered flight on December 17, 1903, many decades of trial and error, of success and disaster followed to evolve their first planes and have led to air travel with jet speed in comfortable pressurized cabins and all for the price of a pair of jeans. Similar stories can be told about surgical procedures and chemical plants. Safely and efficiently, they generate, transport, cure or produce to fulfil society's primary needs.

These industries are run by people. Whether they are administrative support, chemical specialist, process engineer, doctor, nurse, pilot or air traffic controller, they are the specialists that form the heart of our services. It is them that provide the everyday safety that we have come to take for granted. They form part of an essential chain that, together, forms the risk barriers that the industry has in place for protection against hazards.

Although carefully selected, trained and kept competent in what they do for us, they are humans and inevitably, humans will make errors. And if they happen to be the final risk barrier (see the Swiss Cheese model), serious mishaps may occur.





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?

www.safetyandjustice.eu