

PARTNERS IN SAFETY

Behaviours and Actions Matter
The 5 Principles of Human Performance



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Behaviours and Actions Matter

- The five principles of Human Performance
- Support psychological safety – where people feel safe to speak up
- Integral to cultivating a culture where people feel they will be heard



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Being Human Video



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Small Group Exercise

Each group to take one principle (shown on next slide) and consider:

- How might this principle show up in real life? Can you share an example based on your own experiences?
- What are the challenges in applying this principle in a typical scenario?
- What might a 'standard' reaction be, versus the 'preferred' principle reaction?



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Behaviours and Actions Matter

1. Error is normal
2. Blame fixes nothing
3. Context drives behaviour
4. Learning is vital
5. How you respond matters



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Human Performance Principles– Plenary Conversation



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Reflection

Each person to individually reflect on and write down:

- What new thing have you learnt by discussion the 5 principles of human performance?
- What are you going to start doing differently, right away, as a result of the discussion?



THANK YOU

