

PARTNERS IN SAFETY

Human Performance
How You Respond Matters



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The 5 Principles of Human Performance by Todd Conklin

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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How You Respond Matters Video – Part 1



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Small Group Exercise

1. Why do you think leaders react this way to incidents?
2. Is it possible to blame and punish at the same time as learning and improving? Why or why not?
3. What can you do in your organisation to create a culture in which bad news is welcome and people feel safe and responsible to speak up?



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How You Respond Matters Video – Part 2



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How You Respond Matters Video – Plenary Conversation



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Reflection

Based on the 'how you respond matters' video and discussion, each person to individually reflect on and write down:

- What have I identified as something that I do that I should stop doing?
- What have I identified as something that I do that I should continue doing?
- What have I identified as something that I do that I should start doing?



THANK YOU

