

Human Performance Principle of Context Drives Behaviour/Behavior Exercise 2022

These notes can be used as a script to go with the Context Drives Behaviour/Behavior Exercise Slide Pack. Due to a difference in spelling in the UK and US, many slides are duplicated. Therefore it is necessary to prepare the slide pack in advance and hide the slides that do not relate to your region. See the notes under each slide to check for which region it is intended.

Divide your audience into groups of about 5 people when it comes to discussions. You can opt for all the groups to answer all the questions, or you can give question 1 to all the groups, then divide questions 2, 3 and 4 between the groups. You can opt to include all or some of the questions 4 to 7.

Explore the topic of context drives behaviour in your company and challenge those in a position of influence in your organisation, to consider the unintentional pressures they may be putting on people that may drive them to behave in a certain way.

This is best done as a 2-hour session.

Introduction (Slide 1/2)

We know we have the right tools in our toolbox to help us on our journey to a safer industry – for us and for all our colleagues both onshore and aboard.

We continue to recognise the importance of visible and felt leadership and despite the enormous challenges the COVID pandemic has given us, in fact, **because** of these challenges, we know that we need to support one another, more than ever.

We are flexing our ‘muscle memory’ as we continue to engage our curiosity and practice our learner mindsets, cultivating a culture where people can feel free to speak up and voice their concerns, without fear of negative consequences.

And we are delving deeper into the principles of human performance as we continue to develop our understanding of how people interact with plant, processes and each other, as part of a system to help manage risk, and keep safe.

We can all be leaders in this field, whatever our job or our rank. We all have important roles to play to set the tone and role model the right behaviours.

So let's get started with our session on Human Performance and Context Drives Behaviour.

The 5 Principles of Human Performance (Slide 3/4)

This session is going to focus one of Todd Conklin's Five Principles of Human Performance. As a reminder, here are the Five Principles we refer to.

You may have done a session last year, where we spent time gaining a deeper understanding of 'How You Respond Matters'. I hope you have noticed a change in your Leaders and their response to good or bad news.

Today, we are going to focus on Principle Number 4 – Context Drives Behaviour/Behavior. This principle looks at the situation, the environment, and the external factors, that together, can influence how an individual reacts and behaves. And how being aware and cognisant of those various influencing factors helps us to better understand why people do what they do.

People respond to a situation or to a circumstance for a reason. And that reason makes sense to them, at that time, in that moment. Our role is to better understand the reasons that make people do what they do.

It is important that you are sensitive to the various ways in which you contribute to the context. How does the company contribute to the context? You should consider ways to eliminate any undue pressures or complexities that exist in your company and that may drive you to behave in certain poor ways.

Let's now take a look at a routine shipping operation and consider the contexts at play that lead the people in this video to act and behave as they do.

Play Video Part 1

'Context Drives Behaviour/Behavior' Questions (Slide 7/8)

So, we have seen there a scenario play out – one I'm sure that you can all relate to and may even be something you have seen played out during your career or in your organisation.

In your working groups, you will now have the opportunity to spend some time exploring the scenario and specifically, discussing the **contexts** that may have played a part in how the individuals behaved. Here are the questions you will be considering. We have 40 minutes for this exercise, and then we will come back together to share our insights. Let's go into our

breakout groups and have a great discussion.

Transition to breakout groups

'Context Drives Behaviour/Behavior' Discussion (Slide 7/8)

Ok, welcome back. I'm really looking forward to hearing about your discussions, so let's go straight to our first group ...

Discussion

Let's now see how the rest of our scenario played out and importantly, how the CEO responded.

Play Video Part 2

'Context Drives Behaviour/Behavior' Follow-Up Questions (Slide 11/12)

Great ending to the story. What resonated with me, is that none of the contexts we discussed, or we have seen, surprised me. What's more, I can see how they play out in my day-to-day life, and influence and drive my own behaviours. And when we link context driving behaviour with the principle we covered last year, How You Respond Matters, and bring in our Learner Mindset way of thinking, the impact we can have on improving safety is huge.

Let's go back to our groups and think about some final questions for just 8 to 10 minutes.

Transition to breakout groups

'Context Drives Behaviour/Behavior' Follow-Up Discussion (Slide 11/12)

Let's find out what you now know about 'context' and its impact on our safety...

Discussion

Individual Reflections (Slide 13/14)

Let's act on the advice at the end of the video and take the time now to reflect on what we heard and some of our key take-aways from this session on the Human Performance of Context Drives Behaviour. This is an individual activity. Spend a few minutes noting down your thoughts and then we will come back together to hear a few of your reflections.

Reflection time

Individual Reflections Report-Back (Slide 13/14)

I think this is such a rich topic so I'm really looking forward to hearing your thoughts...

Ending (Slide 15)

What a fantastic session. It really underlined for me, the importance of looking at the bigger picture and being curious to find the flaws in the system, rather than blaming and trying to fix the individual. I think we are still very much on a voyage of discovery though when it comes to Human Performance.

We introduced the concept of Human Performance in 2020. Last year and this year, we have looked at key principles in depth, to better understand them, and most importantly, to understand the influence they have on safety. Continue to role model the Human Performance principles, exploring your learner mindset, and openly talking with your teams about your personal journey of discovery in this area. We can all contribute to making everyone feel safe to speak up, and we will be a safer, healthier place for it.