

Member Communication Experience

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This Executive Insight is part of the Safety Culture Series and highlights the human performance principles needed to create an effective safety culture.

How companies should think about human performance is described.

A series of safety leadership principles that underpins good safety performance is presented.

A good safety dimate requires trust between leadership and the workforce.

Safety comes down to the performance of people.

- Facilities, tools, and activities can be designed to reduce mistakes and improve the management of risk.
- Leaders help shape the conditions that influence what people do.
- It matters how leaders respond when things go wrong.
- Improve existing tools and processes before adding new ones.

All incidents are preventable, yet they still occur. When investigating the root cause of incidents, one of the principles above is often present—such as a mistake was made, yet no one was being malicious. Perhaps the procedure or risks were not fully understood or the pressure of making progress was deemed to be important enough that the job progressed without the right precautions in place. Rather than blame individuals for what they did or did not do, look beyond their behavior to understand what was driving their decision making. Ask was the job properly planned, was the crew properly trained, were the right tools available, was the right oversight being provided, was there undue pressure to progress the work? Focusing on these underlying conditions and addressing these will help prevent any klkssw92ig0 [6]4(na@ailities