Old and New Views in Safety Management
Agenda

Welcome

Members Voice

Expert Discussion: Opposing Perspectives: Old and New

Q & A session
EHSQ Community Discussion In Partnership with

Carsten Busch
Founder
Mind The Risk

Rosa Antonia Carrillo
President
Carrillo and Associates, Inc
Webinar is 60 minutes duration, and recorded.

Please close out other open applications on computer.

Questions will be answered during the Q & A Period.
EHSQ Member Voices
Members Voices: Leadership Style

Leadership Style Used in Member’s Workplace

- Empowering: 78
- Servant: 21
- Taylorism/Traditional: 43

Note: 142 Participants answered

EHSQ Community Thought Leadership Discussion sponsored by Intelex Technologies
Members Voices: Component of Accident Prevention Effort

Most Important Component of Accident Prevention Effort

- Quality of relationships and interactions: 47
- Behaviour-based observations: 42
- Compliance: 40
- Other: 8

Note: 137 Participants answered

- Chasing the most recent incident/accident
- Human and Organizational Performance (HOP) which largely overlaps with concepts of building relationships in the workforce
- Risk Based Conversations as part of meaningful communications needed to cultivate positive trusting and believing relationships
- Creating systems that to control or mitigate hazards that allow for the human condition
- Our safety system.
Members Voices: Humans are...

- Our greatest asset and capable of things that machines are not. (93 votes)
- Needed, inherently unreliable - must be controlled with procedures, safety systems (26 votes)
- The weakest link in our systems - engineer them out. (2 votes)
- Other (7 votes)
  - Likely to do what they think is right in the circumstances they are in. They are well meaning and will try to solve the problem
  - Capable but fallable
  - Sometimes combinations of all 3. Not an either/or
  - Needed but to be controlled
  - Greatest assets, weak links, sometimes unreliable, must be engineered into safer roles, trained, enlightened, & empowered

Note: 128 Participants answered
Expert Discussion
Opposing Perspectives: Old and New

**Old View:**
- Taylorism or Traditional Management Style
- Focus on Safety as an “Outcome”
- Behaviorist, Rules, Heinrich Triangles, etc
- Human Error: the human is a problem

**New View:**
- Servant and empowering leadership
- Looking at Safety as a capacity or process
- Developing a work environment of respect and trust
- Paying attention to how people relate to each other
- ‘Human error’ is a symptom of something in the system
Discussion Question:

How to motivate organization towards changing Leadership beliefs?

• Start through understanding the need for “Situational Leadership” style.
• There are time we need to shifts between Servant and Empowering leadership, to and from a Traditional Management Style.
Challenges Identified

• Working with others not like-minded, particularly in belief of human nature.
• Many individuals having black/white thinking; “either or”
• Upholding safety ethics and principles under pressures
• Trust is easy to break, and very difficult to heal.
• It is not for management team to determine if you have a culture of trust.
• Recovering from feeling betrayed or from betraying by others. Need to be resilient.
Insights Learned:

- Ask questions, rather than tell people what to do or assume reason.
- Identify challenges to understand their point of view, use this understanding to lead to new point of view.
- Learn if there are conflicting goals, focus or views.
- As EHS Professionals can make the choice of our own behaviors and shape the safety belief system, instead of blindly following flow of culture.
- Take risk of using new philosophies and approaches when thinking about how to change safety beliefs and values of organization.
Welcome to the EHSQ Community

A place where EHSQ Professionals from around the world can network, collaborate, and share their knowledge and expertise.

www.community.Intelex.com
Thank You!
Contact

Mind The Risk
Carsten Busch
Carsten@mindtherisk.com

Rosa Antonia Carrillo
Rosa@carrilloconsultants.com

EHSQ Community Thought Leadership Discussion sponsored by Intelex Technologies

An OSHA Co-sponsor

EHSQ Software, over a million users Worldwide.

Increase customer’s profits and protect goodwill.

Peer reviewed as a best managed company.