

Lead with Vulnerability to Prevent Catastrophic Incidents

Leaders can transform their workplace into a High Reliability Organization by encouraging a sense of chronic unease. It takes courage, but it is worth the effort!



1

"Tell me more."

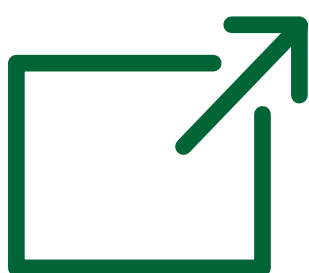
Listen, so you can identify organizational blind spots and to anticipate points of failure.

"How can it happen here?"

Challenge teams to learn from other organization's catastrophic incidents.



2



3

"We need to step up."

Take accountability rather than assigning blame.

"I want to talk to an Expert."

Recognize many managers are not experts, and catastrophic incidents happen when details are overlooked.



4



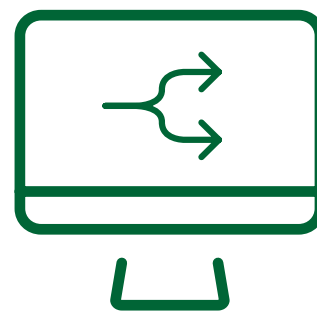
5

"Thank you for sharing."

Reward curiosity and those that report problems.

"Show me."

Ask to see evidence that controls are in place for the organization's highest hazards (don't assume!)



6



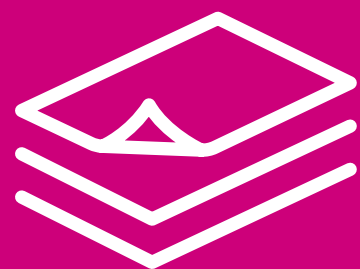
7

"No. Prove to me it is safe."

Prevent activities that do not have adequate design basis or risk assessment.

"We made a mistake, what can we learn from it?"

Admit errors and share lessons learned to avoid mistakes in the future.



8



9

"What does the data say?"

Avoid leaping to a solution space, use data to gauge performance.

"Who did we miss?"

Recognize that every person matters, and it takes effort to prevent organizational silos from forming.



10

CONTACT US

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