



# Organisational Culture

# What is a culture?

Blame

Why do we need to blame?



# What does blame do?

Appeases corporate guilt

Makes the problem go away

Justifies action

Allows actions to be taken

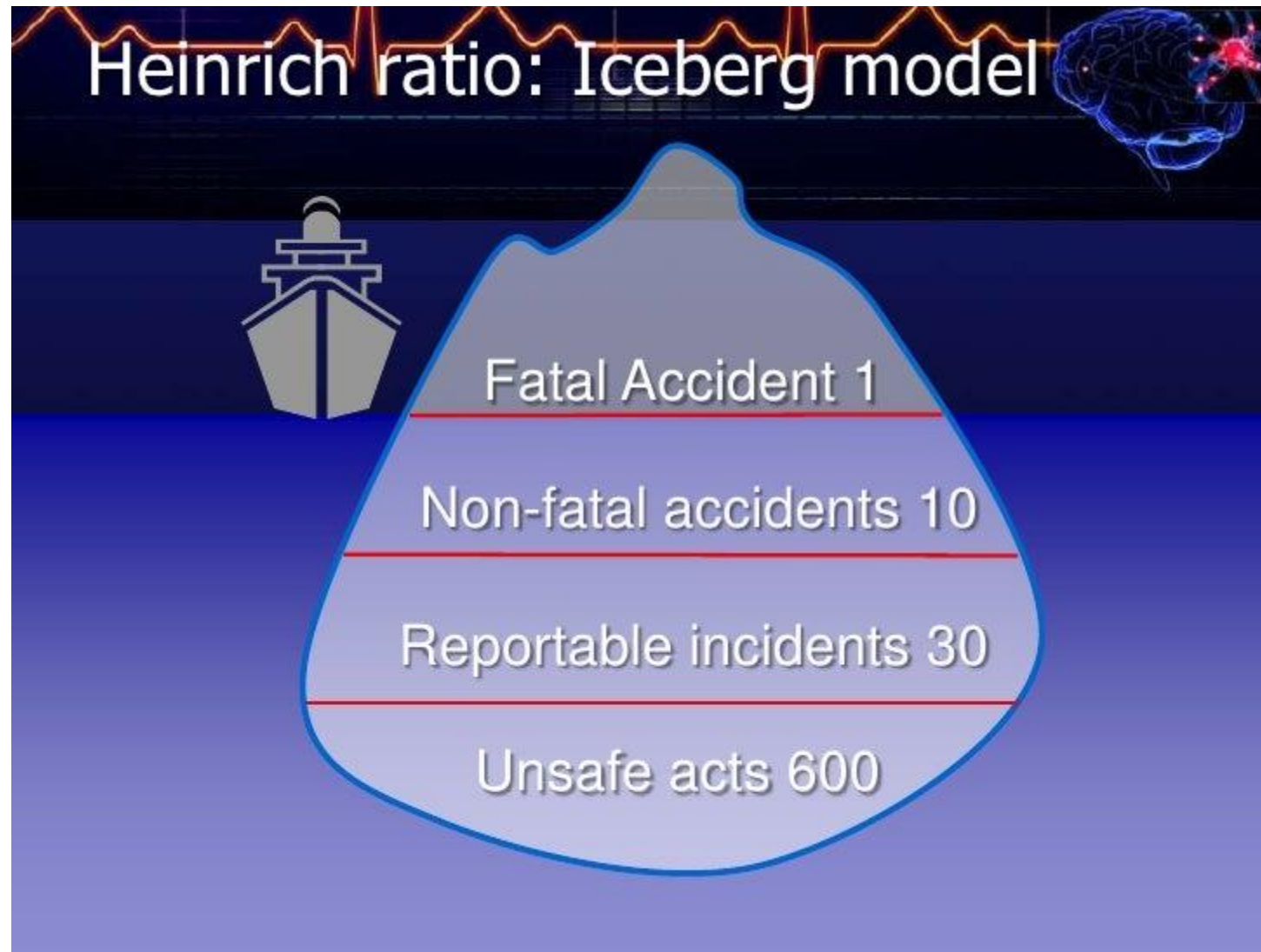
# What Blames does NOT do

Stop the error happening again

Empower individuals

Allow for correct analytics to be compiled

Stops individuals reporting errors for fear of repercussions.



# Damage caused by Blame culture

Near misses not reported

Normalisation of unsafe practices

Culture within cultures

Repeated incidences

Blame Free Culture

Even more dangerous!

# Errors versus violations

Errors are:

Unintended actions with  
unintended outcomes

Violations are:

Intended outcomes with  
unintended/intended outcome

# Just, open, honest and Learning culture

Just

Open

Honest

Learning

# What is required to foster a J,O,H,L culture



Communication



Education



Processes



Consistency



Results

