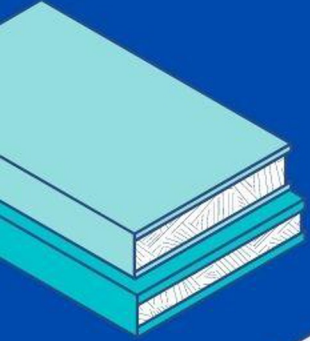


WELCOME TO

RiskNZ Lunchtime Seminar 2022



RiskNZ would like to thank the support of our sponsors

Camms.



PROTECHT
Redefining Risk

SAI360

Risk | Learning | EHS | Sustainability

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BUSINESS NZ

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Learning from EveryDay Work



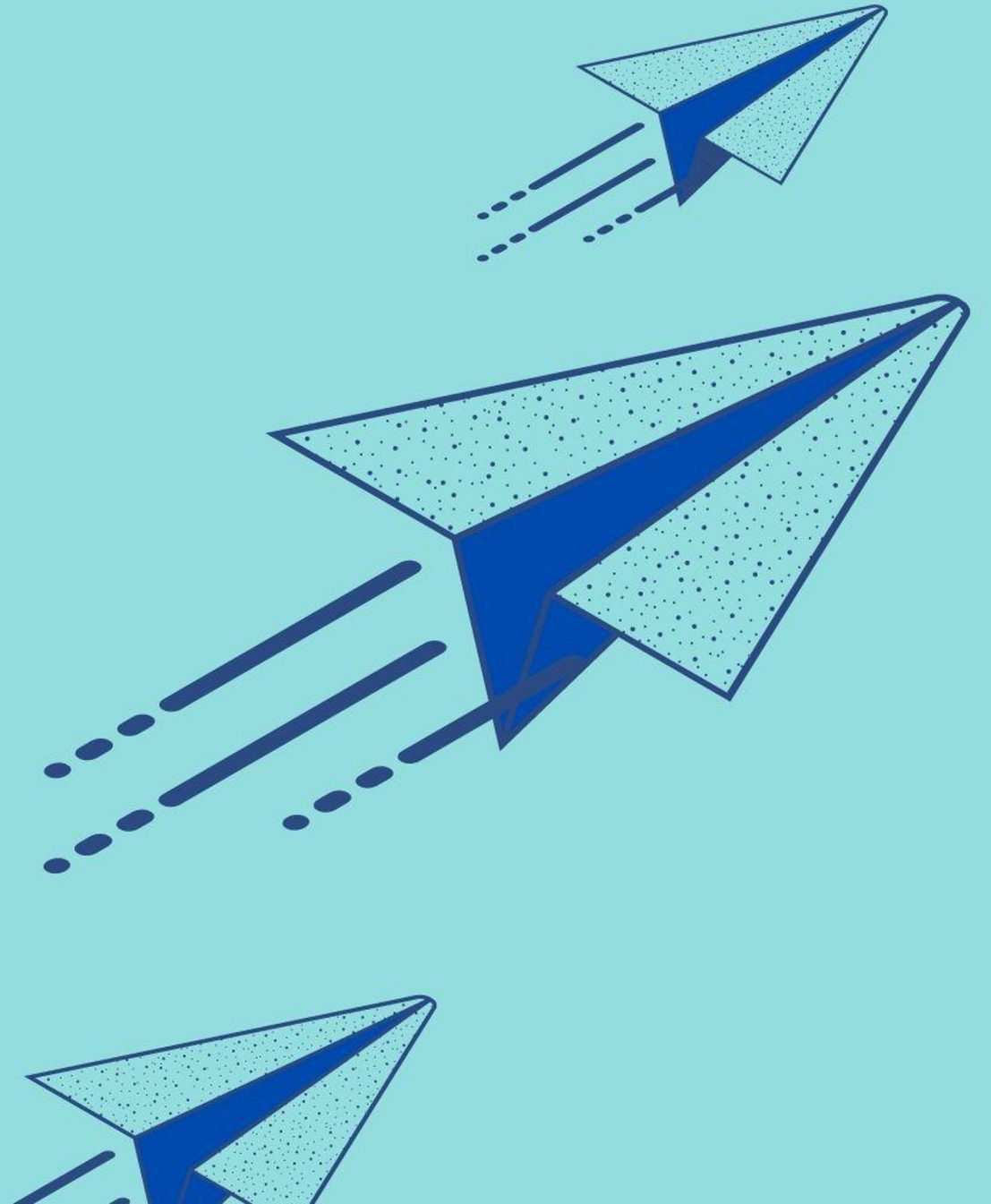


BRENT
SUTTON

Learning from Everyday Work: New View of Safety Discussion White- paper

Do you have any questions?

Type them into the Q&A platform



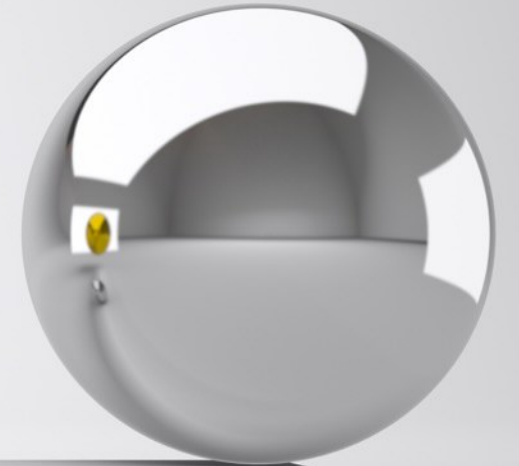
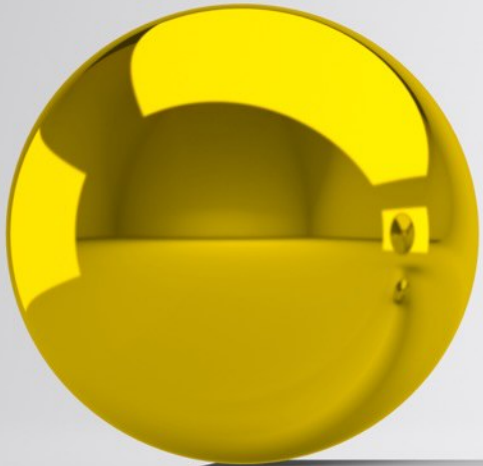
Is Risk Management science or an art?



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Science

Art



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When is the best time to learn?



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A large, stylized iceberg with a sharp, crystalline peak. The top of the iceberg is above the water line, while the much larger, jagged base is submerged in the dark blue water. The background features a bright sun in the upper left corner and a few clouds in the sky.

Organisational Intervention Tools:

- Assessments
- Planning
- Audits and Observations
- Surveys and questionnaires
- Corrective action program
- Problem reporting
- Management oversight, involvement, and reinforcement

An iceberg floating in a blue ocean under a bright sun. The tip of the iceberg is above the water, while the much larger base is submerged. To the left of the iceberg is a large green circle representing the submerged part of the iceberg. Inside this circle is a yellow circle, and inside that is a red circle. The red circle is labeled 'Accidents', the yellow circle is labeled 'Incidents', and the green circle is labeled 'Everyday work.'.

Accidents

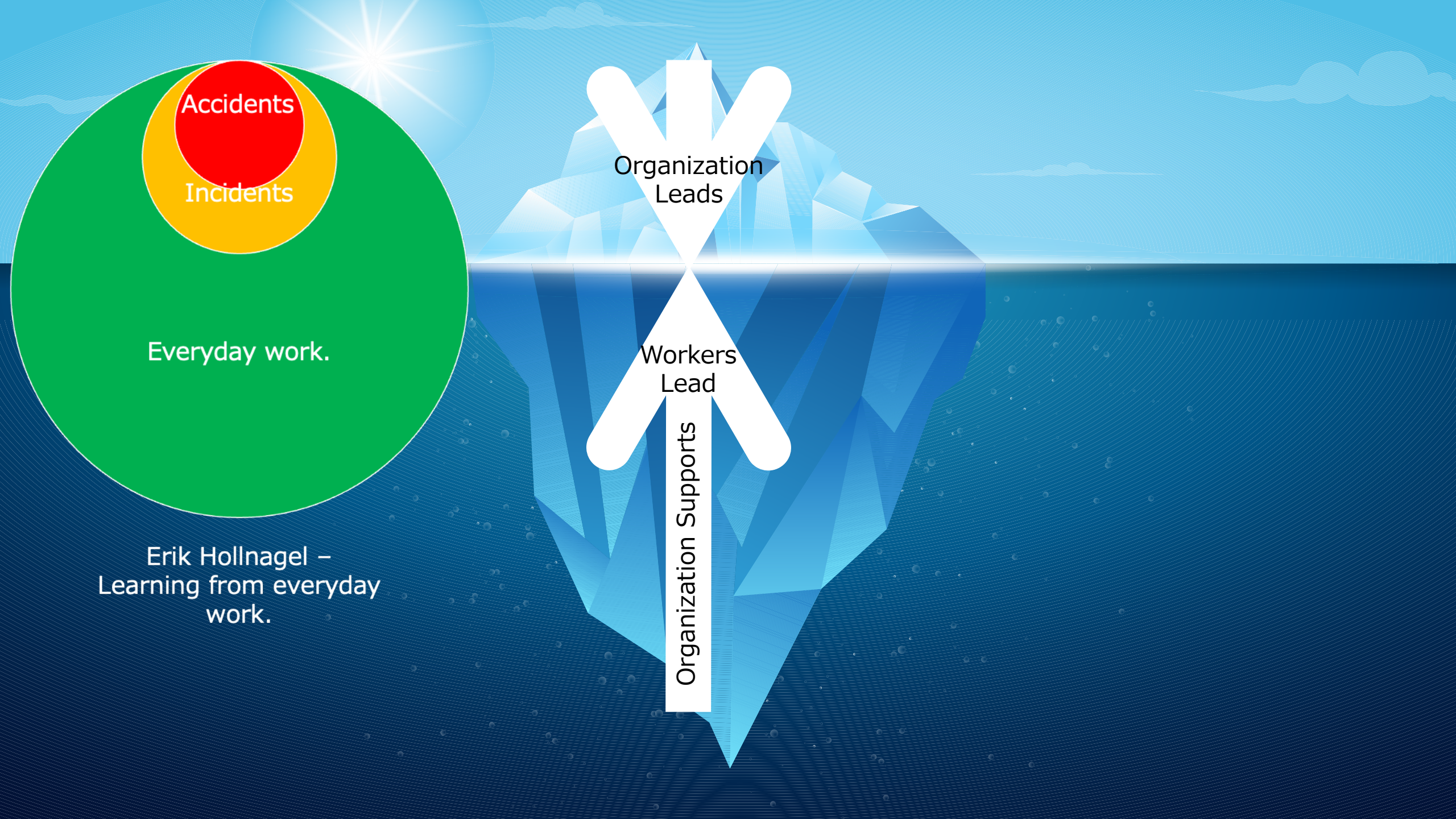
Incidents

Everyday work.

Erik Hollnagel –
Learning from everyday
work.



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Accidents

Incidents

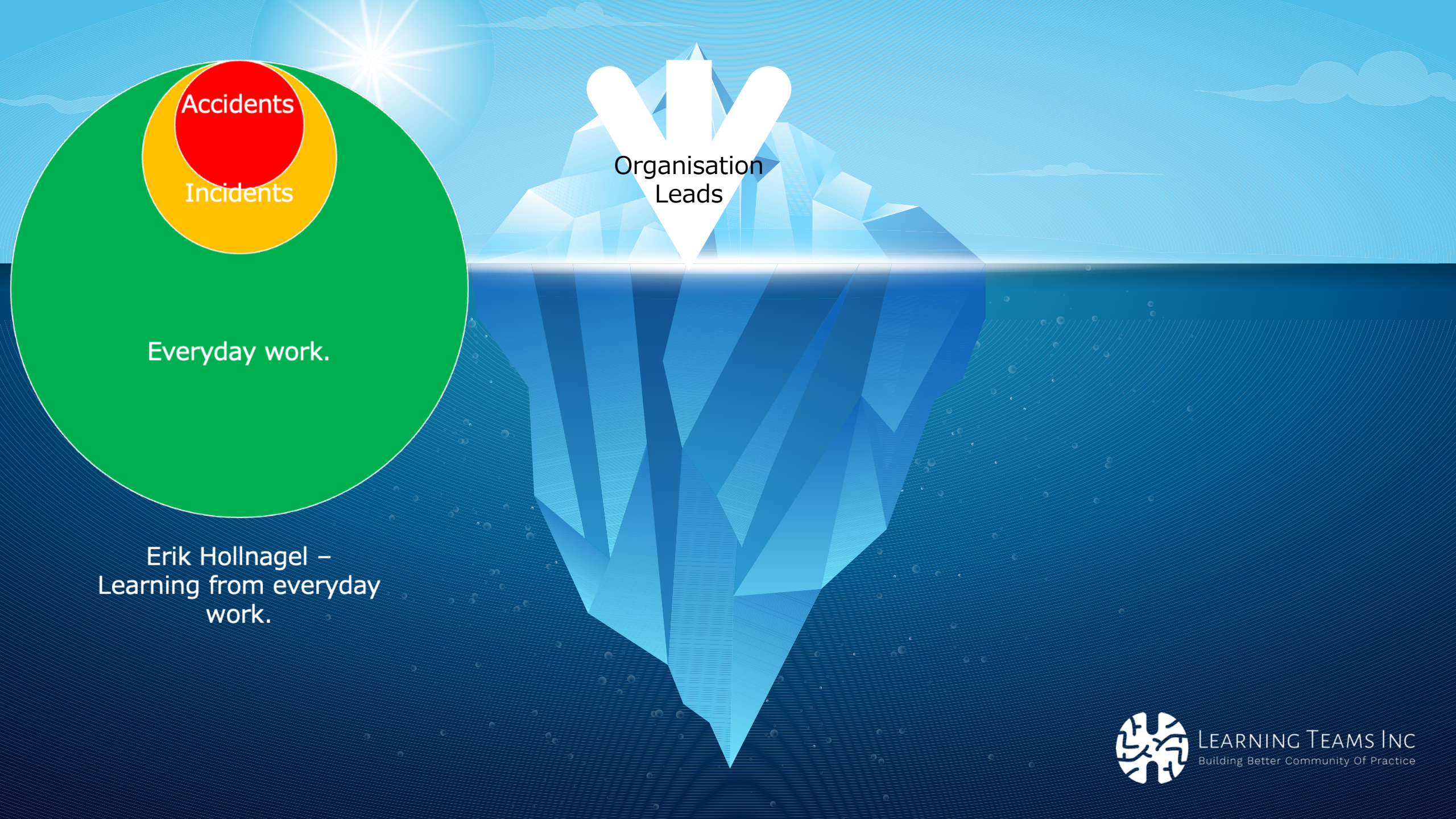
Everyday work.

Organization
Leads

Workers
Lead

Organization Supports

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work.



Accidents

Incidents

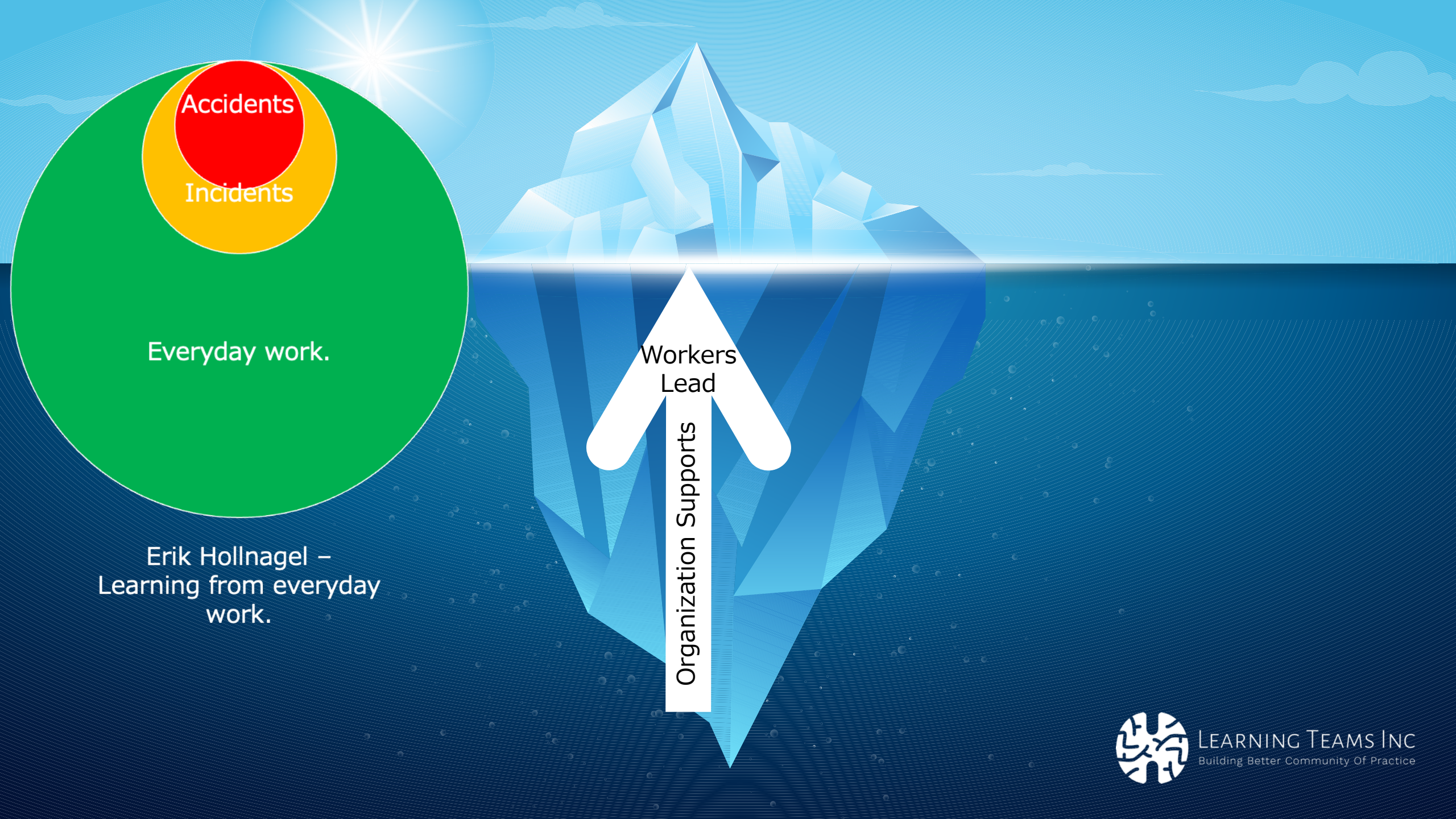
Organisation
Leads

Everyday work.

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Learning from everyday
work.



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Accidents

Incidents

Everyday work.

Workers
Lead

Organization
Supports

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Accidents

Incidents

Everyday work.

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work.

EveryDay
Learning

Gathering
Operational/Business
Intelligence Insights
from People
Engagement and
Narrative.



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Accidents

Incidents

Everyday work.

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work.

EveryDay
Learning

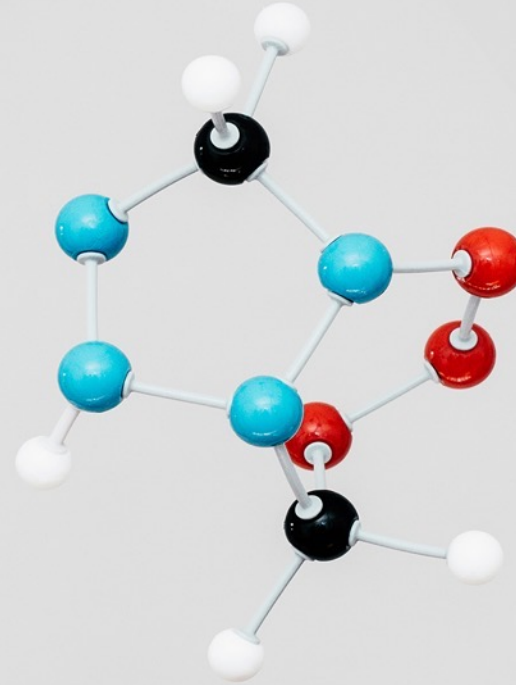
- Weak Signals 4-D's
- Routine Work
- Risk Capacity



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Organizational Learning

Making sense of “Weak Signals” by seeing patterns/clusters of worker stories and sentiment reflecting resilience capacity with Informational and Actional Metrics.



Worker Learning

Workers gaining/building on Critical Thinking and Reflection Skills by shifting their view of the system from evaluation/assessment to Critical Appraisal.



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Weak Signals “The Workers View”

Situation, task or
process that
doesn't make
sense.

Dumb

Dangerous

Risky task,
process, situation
or hazard.

Unusual or
difficult task or
process.

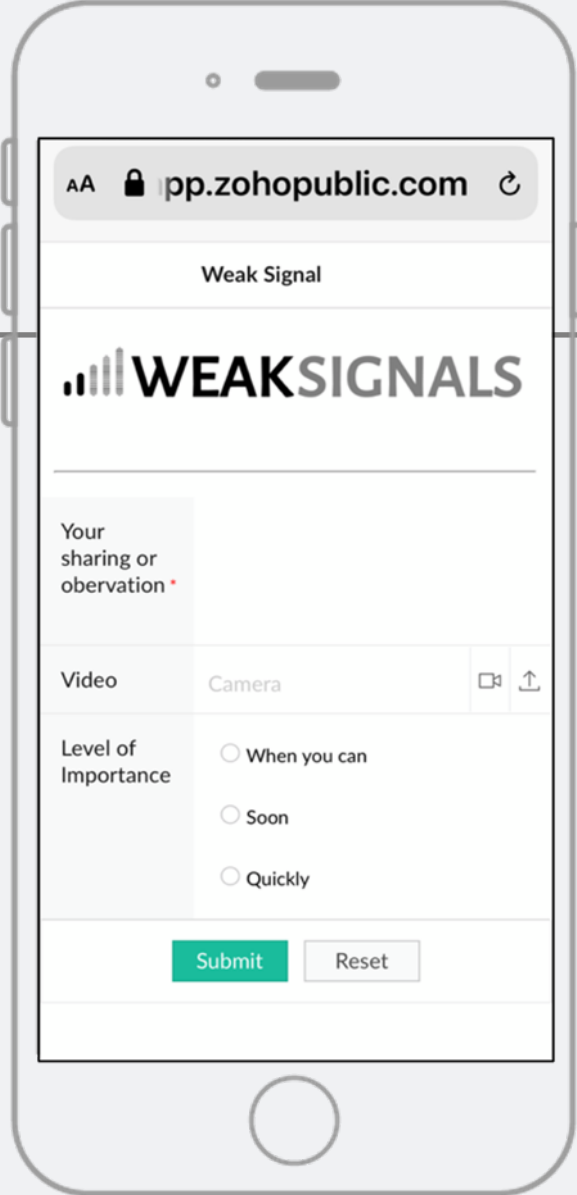
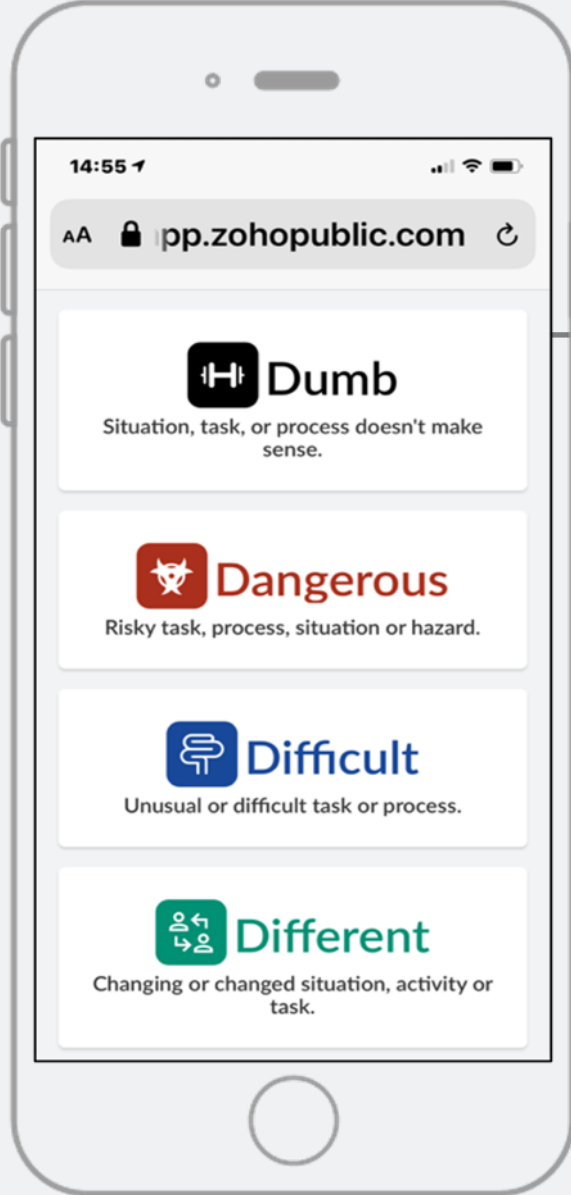
Difficult

Different

Changing or
changed
situation, activity
or task.



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A reflective practice to look back over a period of time to make the variability visible to learn from.

Workers explore rubs from:

Routine Work

ROUTINEWORK

Work Team * -Select- ▼

Start Date * MM-dd-yy

The period of time of the review - the start and end date.

End Date * MM-dd-yy

Thinking about your work since you last got together. Have there been times when:

1) Something does not make sense to you? or
2) Something didn't work as expected? or
3) Something was much harder than we thought? or
4) Something happened where you or someone else felt unsafe?

What was that

Successful Work

- Pressure to perform
- Work Impacts
- Worker approach to risk
- Change factors
- Action making influences
- Organizational Support
- The role of systems
- Work Planning/Prep
- Situational Awareness



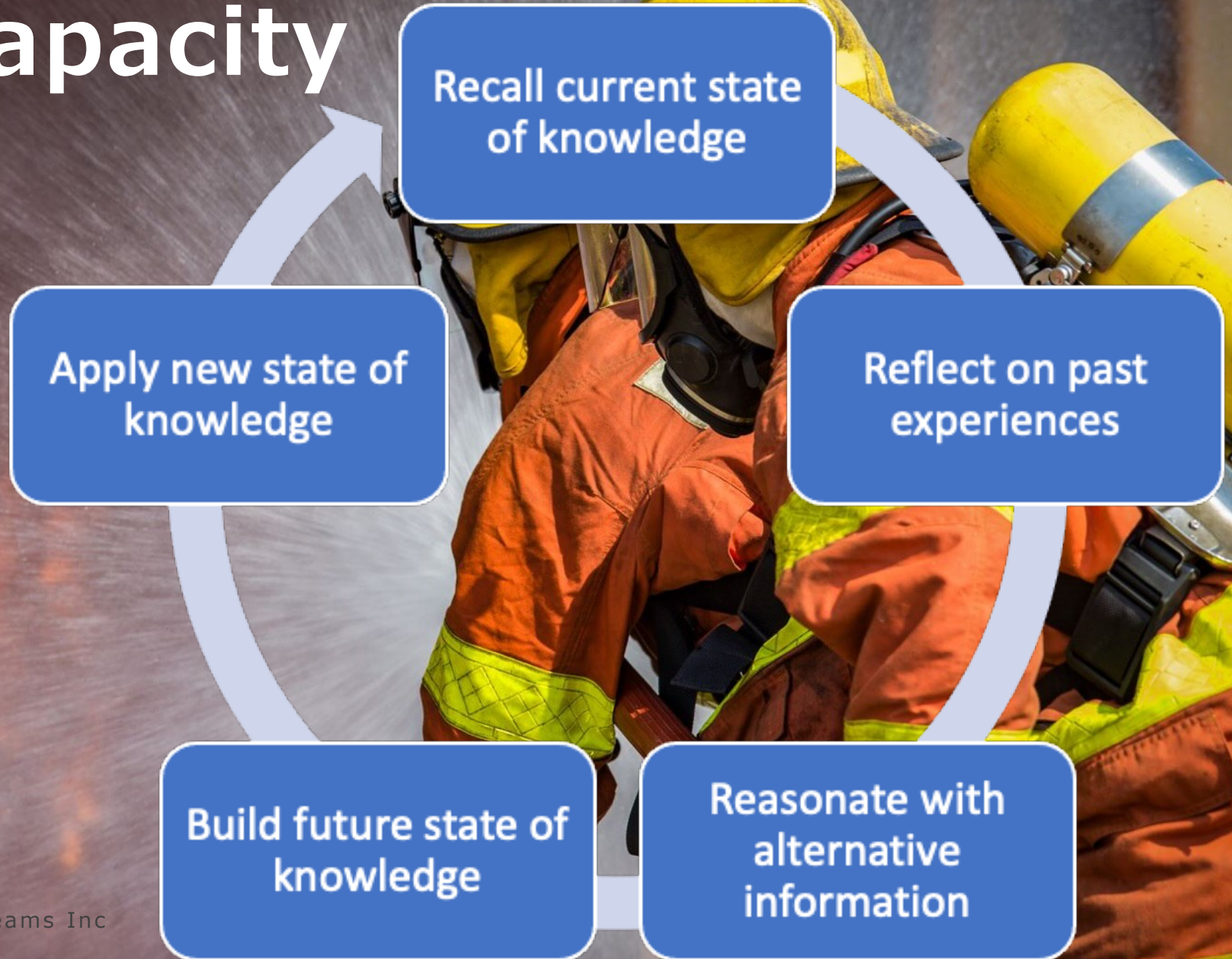
Defense Capacity Assurance



Defense Capacity Assurance

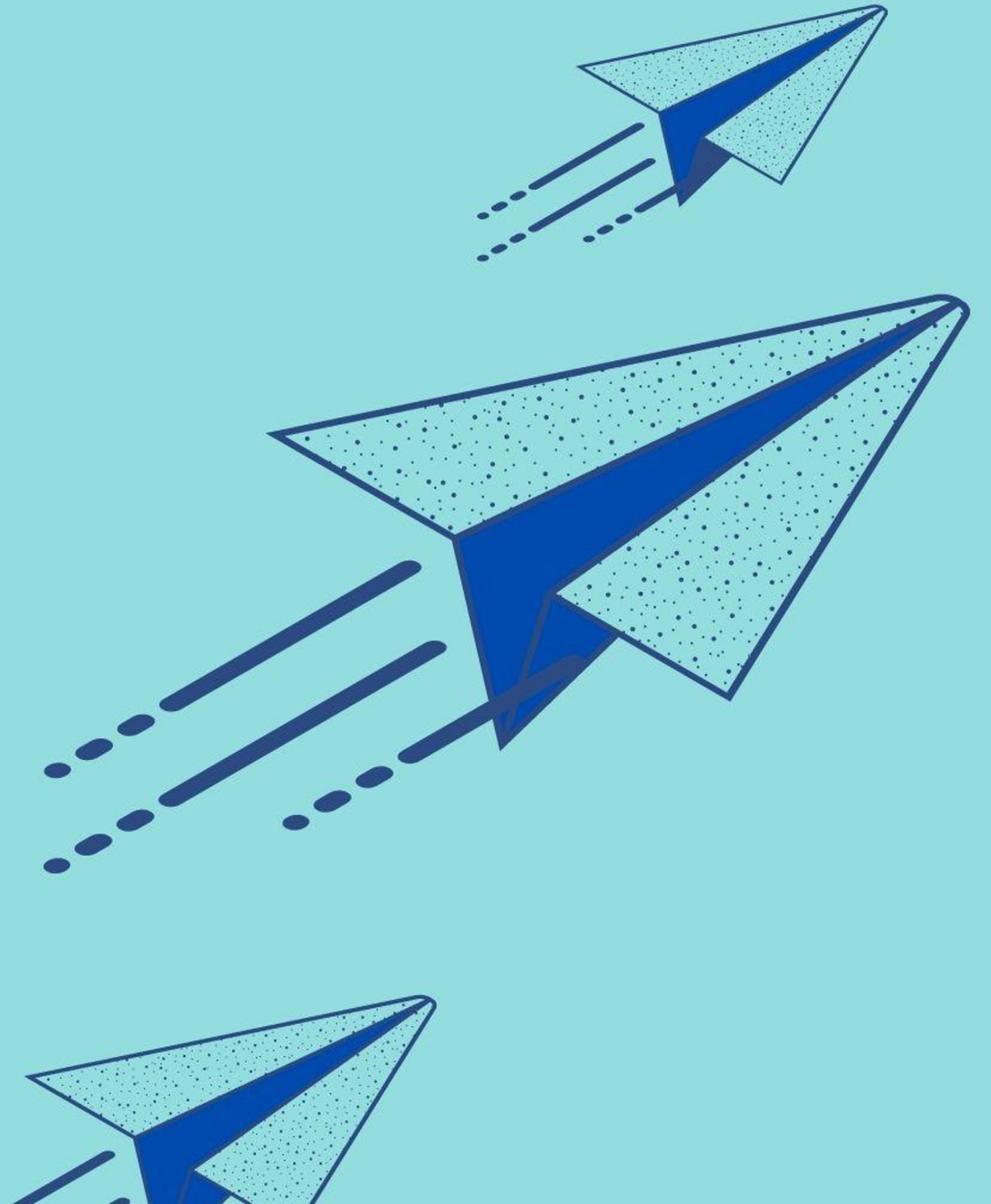


Defense Capacity Assurance



Do you have any questions?

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Thank you for joining us today

