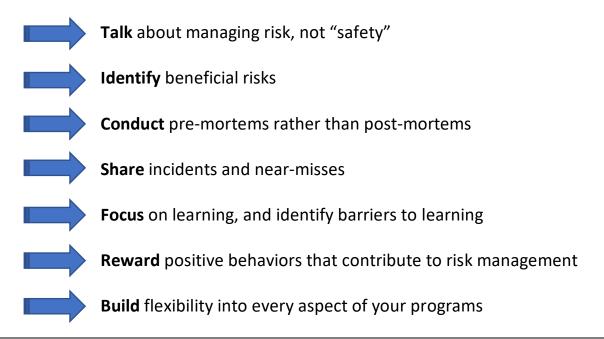


EXPERIENTIAL CONSULTING, LLC Risk Management for Outdoor Programs

Steve Smith - Tying the Strongest Knots: Building an Organizational Culture of Risk Management

BUILDING BLOCKS FOR A CULTURE OF RISK MANAGEMENT



To foster a "Just Culture"¹ when an incident occurs:

Don't	Do
Ask WHO is to blame	Ask WHAT is to blame
Focus on the past	Focus on the future
Seek retribution	Seek restoration
Define accountability: "who will be punished"	Define accountability: "who will keep this
	from happening again"
Settle for a single root cause	Identify complexities to prevent recurrence
Stifle conversation	Encourage learning
Have a knee-jerk reaction	Have a fair response

¹ Sidney Dekker, Just Culture: Restoring Trust and Accountability in Your Organization (2016)