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

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## BUILDING BLOCKS FOR A CULTURE OF RISK MANAGEMENT

**Talk** about managing risk, not "safety"

**Identify** beneficial risks

**Conduct** pre-mortems rather than post-mortems

**Share** incidents and near-misses

**Focus** on learning, and identify barriers to learning

**Reward** positive behaviors that contribute to risk management

**Build** flexibility into every aspect of your programs

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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 |

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