

Learning from Safety

Creating Learning Moments to unpack Safety Incidents & Behaviours

Do you experience many repeat incidents within your organisation?



Is your team open to share what happened during a safety incident?



As a SHE leader, do you find it difficult to get ideas from you team on how to improve safety?



Post a safety incident, the formal investigation process often creates a lot of fear and caution among employees, in some cases the truth of what really happened in the incident does not emerge and there is a repeat incident. In addition, the focus shifts away from “what can be learnt from the incident to prevent it in the future” to “how can we protect ourselves from potential negative consequences”. This places the organisation at a greater risk of future safety incidents.

How do we create an environment for learning from safety Incidents to prevent them in the future or put in controls to protect employees from serious harm if a mistake does happen?

Research indicates that taking an appreciative inquiry approach to unpacking safety incidents creates safety to learn, helps people speak up, focus on solving the challenge, improves innovation and ways of working post the incident (Shufutinsky, 2019).

Creating “Learning Moments” that are separate from the formal investigation structure and process, enables teams to freely discuss what took place or what could have happened for the incident to have occurred and what can be done to prevent it from happening again? This can support organisations in understanding the root causes of incidents and be able to proactively prevent similar future incidents.

PeopleSmart has successfully developed Learning Moment processes to support teams at all levels within an organisation. Whether this is your Exco, Management, SHE Reps, Supervisor, Departmental, Contractor or Frontline Teams. We will partner with you to develop a Learning Moment process to capacitate and enable employees to learn from safety incidents.

1. Engagement with Key Stakeholder for Safety & Development of Governance Structure for Implementing Learning Moments

2. Develop and Implement a Learning Moment Safety Process

3. Embed Learning Moments within your Organisation

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