Insight-led. Interactive. Outcome-driven.

## The Road to the New Normal

Safety, Psychology & Risk

There's no more important time than now for workers to be able to recognise hazards and make helpful choices around safety. But with increased distractions at work and at home, such as threats to job security and ambiguity of what's next, workers are at increased risk of incident and injury. So, how do leaders ensure that their people make conscious, safe choices every day—even in times of challenge and uncertainty? sentis

### The Four Elements of Risk Awareness



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# Risk Awareness Levers

Factor	Description	Leader Strategy
Attitudes to Risk	How well we assess that a risk exists in a task and our choice to manage that risk as best	Create awareness around how current risk attitudes may be helping or hindering our goal of staying safe.
	we can.	Identify helpful risk attitudes to adopt as a team for safer results.
		Reframe unhelpful attitudes.
Situational Awareness	How well we perceive or anticipate risk, and appreciating all we need to know about what is going on when the full scope of a task is taken into account.	Provide training to support improved observation and decision making.
Brain Distractions	How well we manage external distractions in our	Train directed attention techniques.
	environment, as well as internal energies such as stress, fatigue and perceived time pressure. This includes our awareness of our brain's natural limitations, especially its preference to save energy by operating from our subconscious.	Develop stress management techniques.
on our brain to	How well we use risk assessment tools to switch on our brain to find hazards, determine risk and implement correct risk management systems.	Promote the use of risk assessment tools as they are intended to ensure risks are managed and that a full understanding of the correct procedures is confirmed before starting a work activity.
		Promote a 'Stop, Pause, Play' process to periodically stop, review the situation, reset and recommence.
results f making the long to the ru change or unco	A gradual drift in performance (and safety) that results from the acceptance of subtle changes, making small concessions or not considering	Clearly outline expectations, then guide and coach towards execution of the plan, or correct misunderstandings or misalignment as necessary.
	the longer-term impact of 'one-off' exceptions to the rule. Drift often occurs when a small change to a process or procedure goes unnoticed or uncorrected and over time this becomes the new norm.	Recognise when we achieve the right standard and reset a new vision (as appropriate) to raise the bar to be even better.
of error commi	The way in which we approach the management of errors, and whether these are viewed with a	Work on the assumption that errors will occur and put in place back-up systems to catch and correct errors.
	commitment to achieve learning and continuous improvement.	Use after action reviews to create a culture of learning and continuous improvement.
(Person over Position)	A quiet fix is when an error happens and we choose to fix it quietly before anyone else finds out. A noisy fix is when we choose to own and share the error in an open forum. Sharing mistakes allows for others to be aware of the same possible pitfalls and to collaborate on a solution to prevent the error happening again.	Encourage and create an open forum for noisy fix discussions and for sharing learning.
		Focus on the person over the position, ensuring the people with the greatest expertise or knowledge and best situational awareness about the events in question are trusted and empowered to make recommendations or decisions.
		Leading a noisy fix culture requires trust and shared responsibility–building this foundation is key.
Working Together to Manage Risk	Individually we may not be able to practically see and manage all the risks in our environment. Collectively, a team has a better chance that someone within the team may pick up a risk that needs to be managed.	Use the collective power of a team to support each other to see risks, to manage risks and to challenge each other to think differently about safety: 'Is there a better and safer way?'

### Additional Notes

#### **About Sentis**

Offering safety culture assessments, training, coaching and consulting, Sentis helps organisations to break through the safety plateau and achieve positive safety culture change. As experts in applied psychology and neuroscience, we make safety personal and equip employees with the knowledge, skills and motivation to make safer choices, each and every day. This leads to safer, more engaged workplaces, as well as increased productivity, leadership capability and transformational, sustainable safety culture change. Since the introduction of our pioneering ZIP program in 2003, Sentis has empowered more than 350 companies and 160,000 individuals to think differently about safety.



Discover more at sentis.com.au/insights

If you would like to learn more about Sentis diagnostic tools, our *Insights-to-Action Roadmap* and how we can help you to create safety culture change in your organisation, contact us at **sentis.com.au** or by calling **1300 653 042**.

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