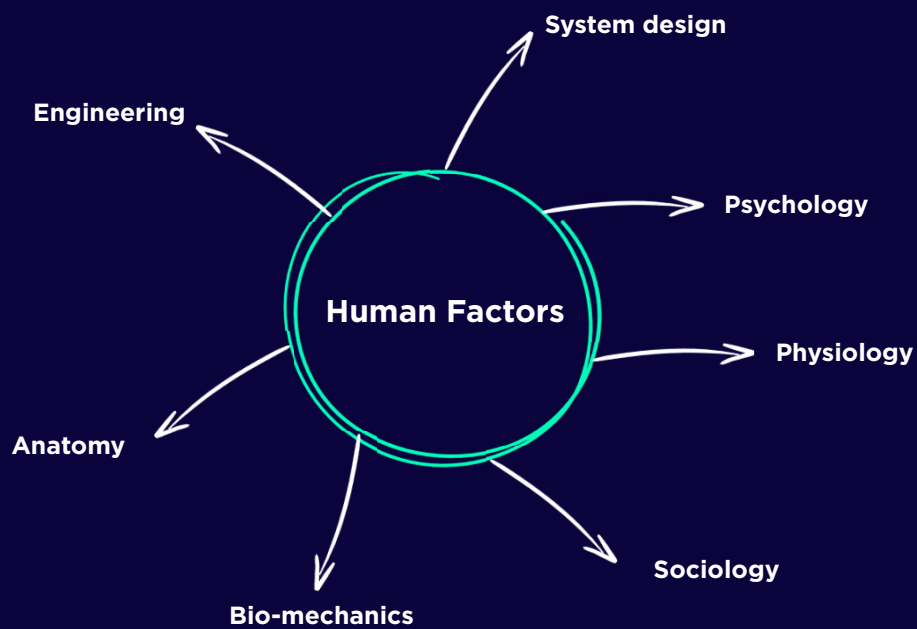




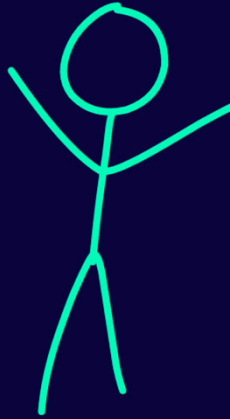
## Remembering the Humans in Our Systems of Work

Understanding the relationship between human factors and psychological safety





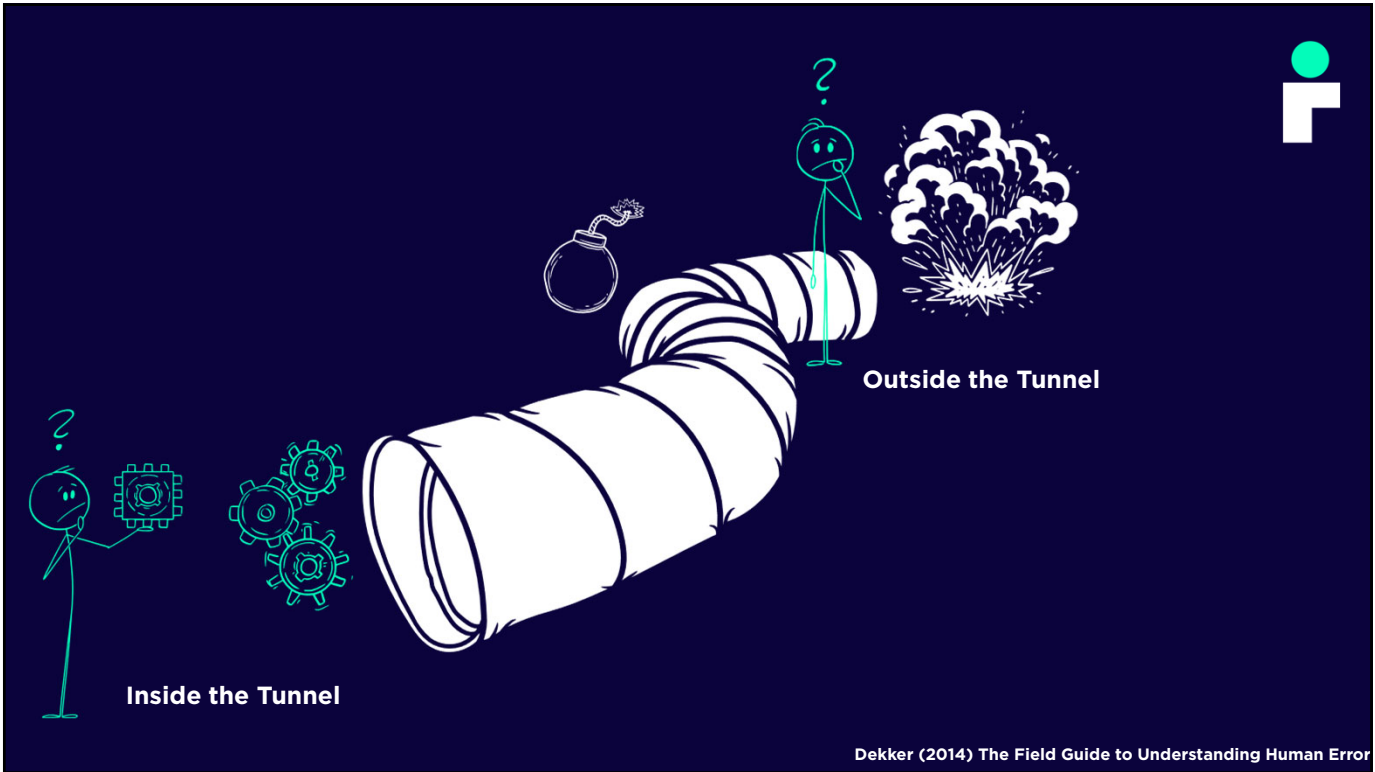
Behaviour  
Ability  
Limitations  
Cognition  
Learning history  
Life experience



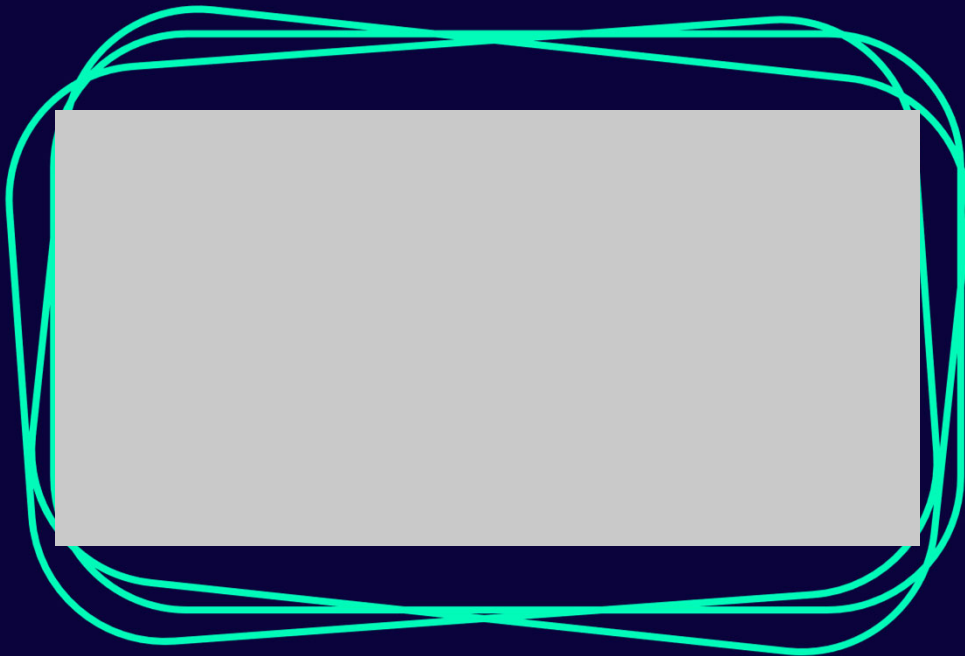
Workplace design  
Machine design  
Task requirements  
System of work  
Work environment  
Expectations

**Bad people in safe systems, or well intentioned people in imperfect systems?**

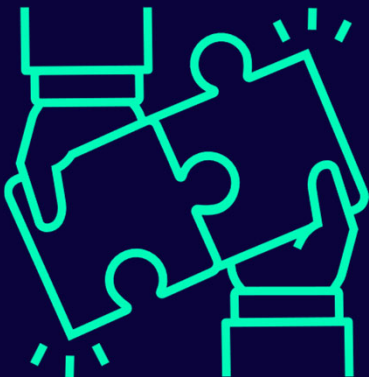
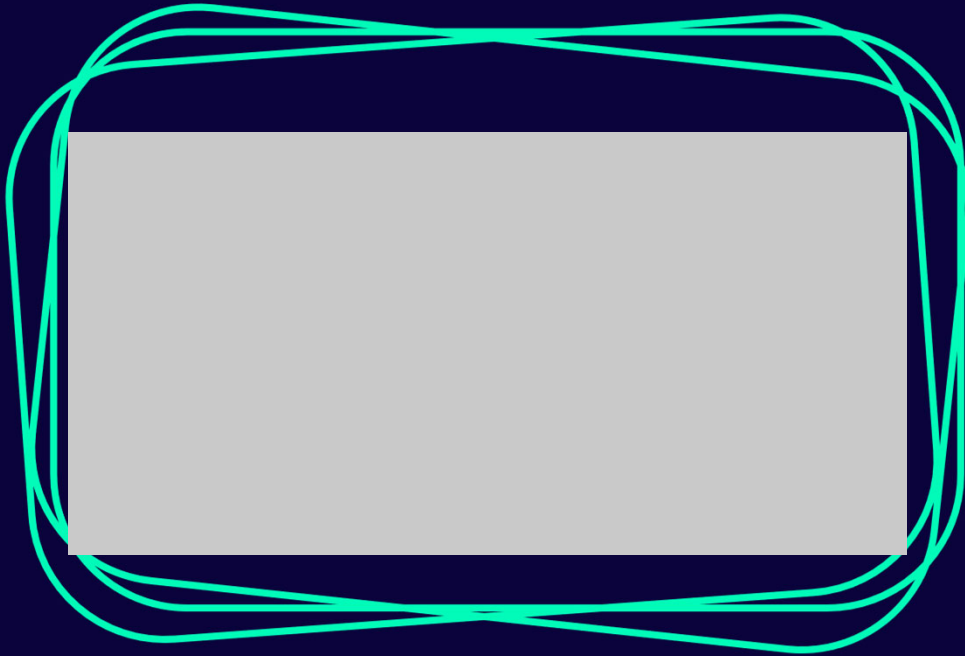
Sidney Dekker



### Taking a Walk In The Tunnel



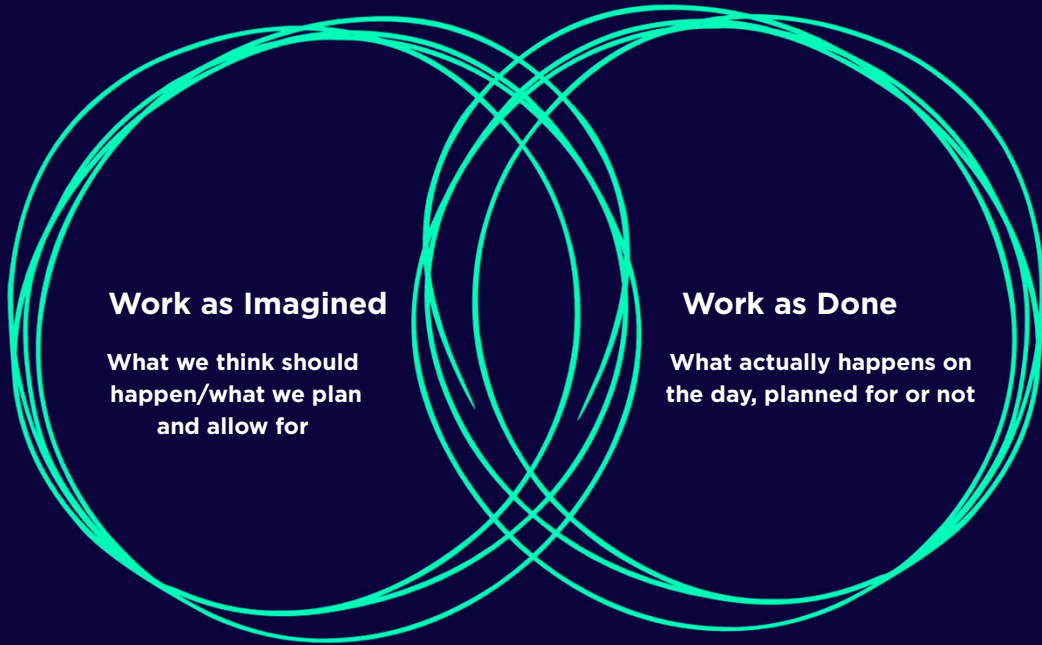
## Looking from Outside the Tunnel



Accept that in the course of normal work there will always be changing conditions - rather than imposing blind adherence to procedures, get curious about the adaptability of your teams.

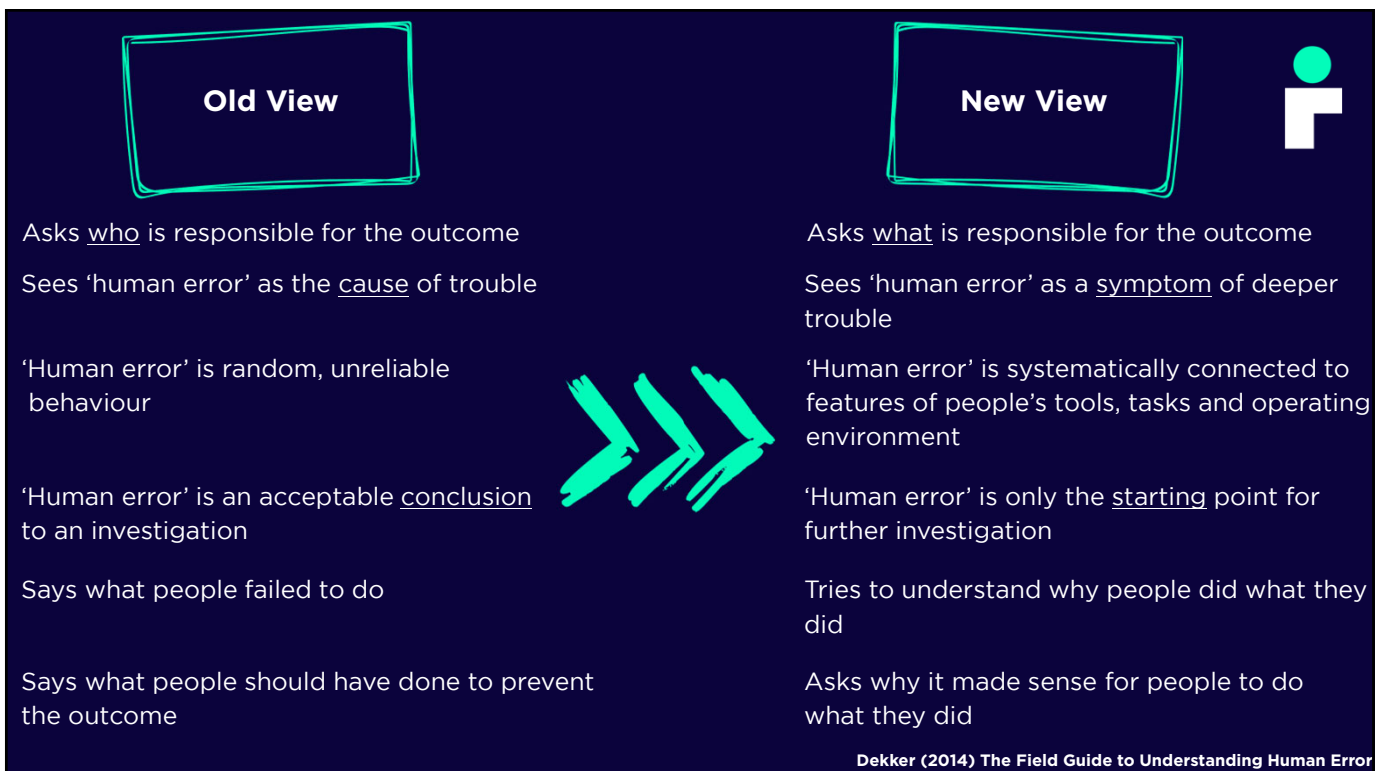
How do we support safe adaptation and decision making?

Invite safe exploration of what goes right and what goes wrong. Explore alternative discovery methods such as Learning Teams.



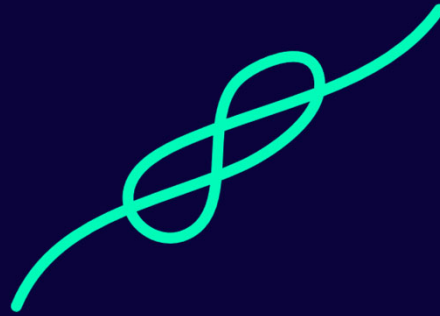
**Psychological safety is the belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes, and that the team is safe for inter-personal risk taking.**

Amy Edmondson





## Tying it All Together



**Create time for Learning Teams or debrief conversations following completion of a project or piece of work**

**Utilise the Work as Imagined, Work as Done concept as a starting point for dissecting your systems of work**

**Engage in Visible Felt Leadership as often as you can**

**Consider modifying your incident investigation process so it includes human factors questions and limits hindsight bias**

**Foster healthy levels of psychological safety across your teams by holding space for open and frank conversations**

**Look for opportunities to incorporate human factors principles from the outset i.e. Safety in Design**



<https://www.linkedin.com/company/the-person-factor>