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# Establishing a Just, Learning Culture

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# What's a Just Culture All About?

- A just culture isn't about blame — it's about learning.
- When people make honest mistakes, they should feel safe to speak up.
- It's a balance: encouraging accountability while making room for growth and improvement.

# So What Gets in the Way?

Some real-world challenges organizations face when trying to create a just culture:

- Fear of getting in trouble
- Leaders not fully on board
- Old-school “blame game” mentality
- Not enough training or understanding
- Company policies that don't match the message

# The Blame Game Is Hard to Unlearn

- Many workplaces still operate with a “who messed up?” mindset.
- That kind of culture shuts people down.
- A just culture says, “Let’s figure out what went wrong and learn from it,” not “Let’s punish someone.”

# Fear is a Real Barrier

- People don't report mistakes because they're afraid of:
  - Getting written up or fired
  - Losing respect from their team
  - Getting labeled as careless
- This fear keeps organizations from fixing root issues.

“You can't learn from what you don't know — and you don't know what no one is willing to share.”

# Leadership Can Make or Break It

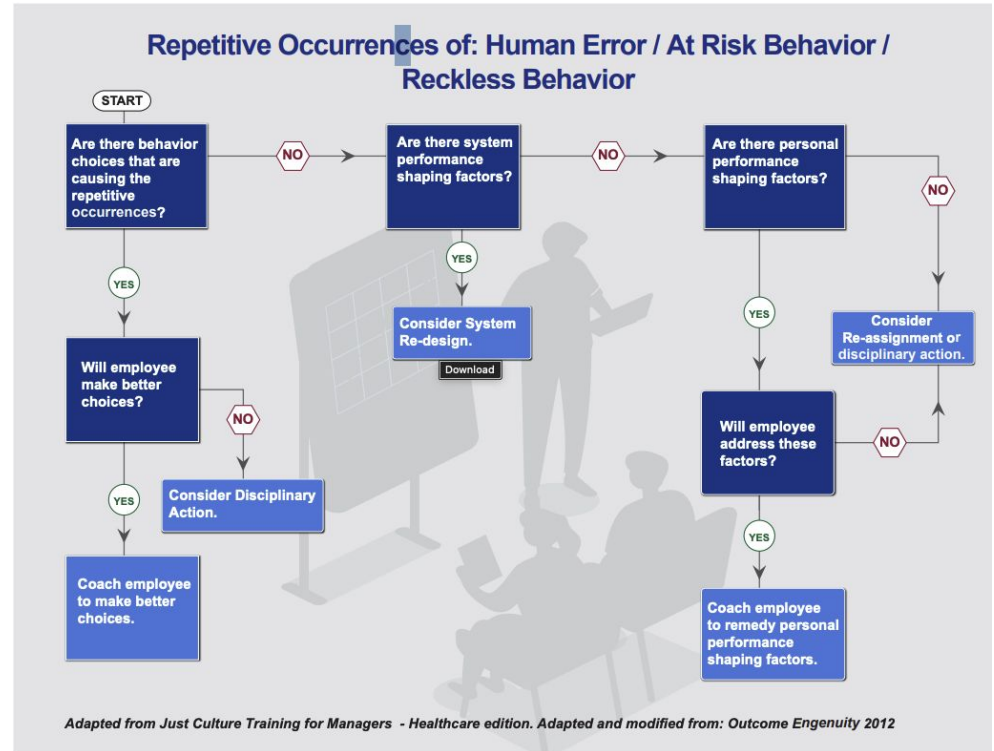
- If leadership doesn't truly believe in just culture, it won't stick.
- When leaders lead with fear or blame, people follow that.
- The shift starts at the top — leaders have to walk the talk.

# When Policies Send Mixed Messages

- Sometimes the rules contradict the message of a just culture.
- Example: Someone reports a mistake — and gets punished for it.
- We need clear, fair guidelines that separate:
  - Simple human error
  - Risky behavior
  - Reckless behavior

# How Just Culture Handles Mistakes

- This decision tree shows how organizations can respond to different types of behavior, human error, at-risk behavior, or reckless actions, in a fair, constructive way.





# So How Do We Actually Fix This?

Here's how organizations can start making things better:

- Train everyone — not just leadership
- Create safe ways to report mistakes
- Celebrate learning, not just success
- Keep leadership consistent in messaging
- Make sure policies match the culture you're trying to build

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