

Implementing a Just Culture

A Presentation by Omar Johnson
Module 9 Assignment

What does it mean to be 'Just'?

Just adjective

- “having a basis in or conforming to fact or reason”
- i.e. to be *fair and reasonable*

(Merriam Webster)

What is Just Culture?

- The *opposite* of Blame Culture
 - Blame Culture -> Where people are quick to point fingers and assign blame for issues
- Instead, Just Culture focuses on the “root cause” of issues
 - Intention to solve the root and prevent the same mistakes from reoccurring
 - Learning experiences

(PM Power Consulting, 2023)

The Difficulties

- Distinguishing honest mistakes from unacceptable employee conduct
- Determining whether an employee's mistake can be remedied through training
- Investigating when management or company procedure needs to be held accountable
- Maintaining trust within the organization

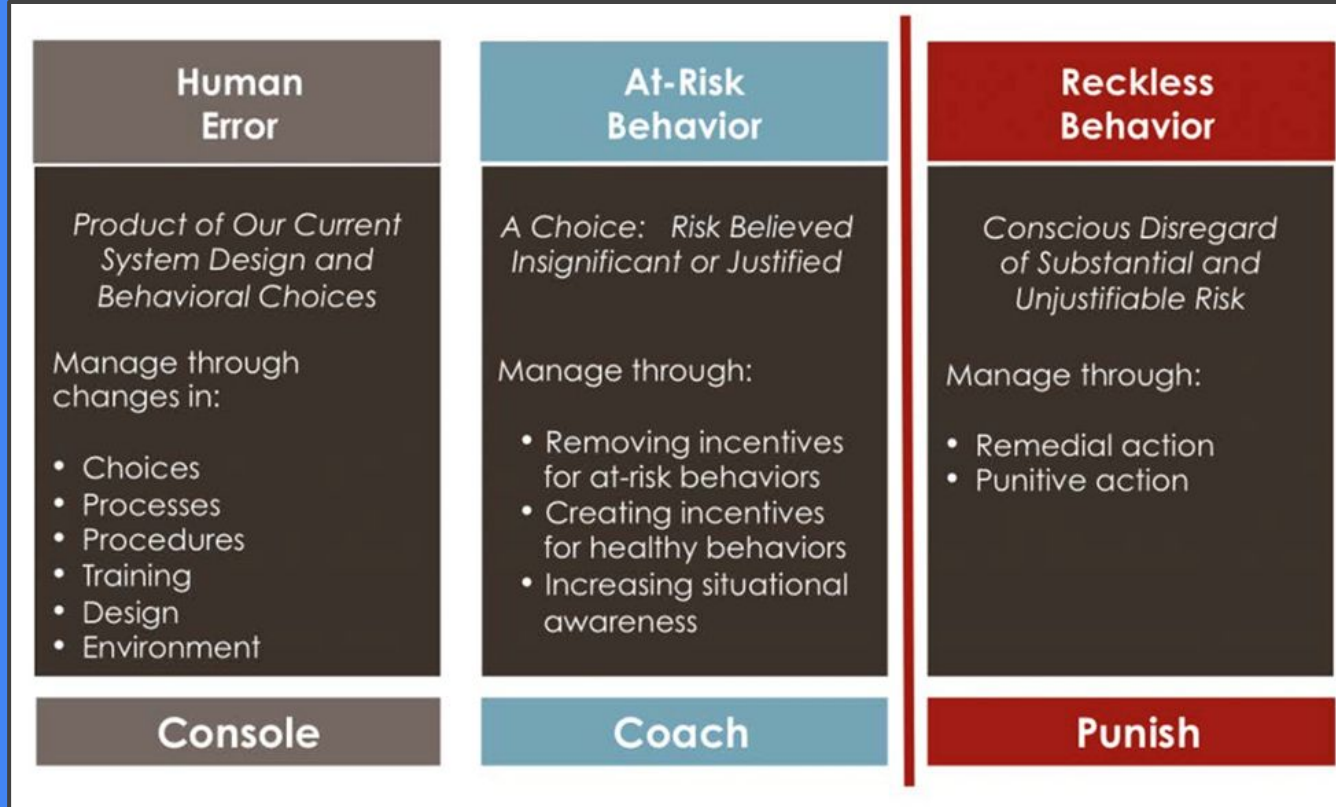


Figure 1. Human error vs. at-risk behaviour vs. reckless behaviour

The Importance of Trust

- Trust builds **honesty**
- Employees need to feel comfortable knowing they won't be punished for **honest mistakes**
- A trustful environment allows for better improvement
 - Also enables the company to keep everyone safe

When is Punishment Necessary?

- Some behaviour is **not** equivalent to honest mistakes
- May include
 - Deliberately malicious behaviour
 - Unlawful/criminal behaviour
 - Intent to harm

Conclusion

- A Just Culture is difficult to implement but necessary
- The benefits of Just Culture:
 - Comfortable employees
 - A safe workplace
 - Faster improvements and employee coaching

References

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