JUST CULTURE

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WHAT IS A JUST CULTURE?

- **A Just Culture is a workplace philosophy that emphasizes:**
  - Learning from Mistakes
  - Accountability and Blameless Culture
  - Analyzing Failures
  - Transparency
  - Communication
  - Awareness

BENEFITS OF A JUST CULTURE

- **Increased Learning and Development**

- **Motivated and Empowered Team Members**

- **Improved Teamwork and Communication**

- **Continuous Improvement**

- **Higher Quality Services**

- **Transparency and Error Reporting**

BARRIERS TO A JUST CULTURE

- **Blame:**

  - Humans naturally tend to blame others for issues or problems

- **Outcome Bias:**

  - Management and team members allow the outcome of an issue influence their responses towards the people involved.

BARRIERS TO A JUST CULTURE (CONT.)

- **Inconsistent Assessment:**
  - Processes for assessing incidents and members involved may be inconsistent
- **Lack of Transparency:**
  - Team members are not informed of the process and protocols of assessing mistakes or errors.
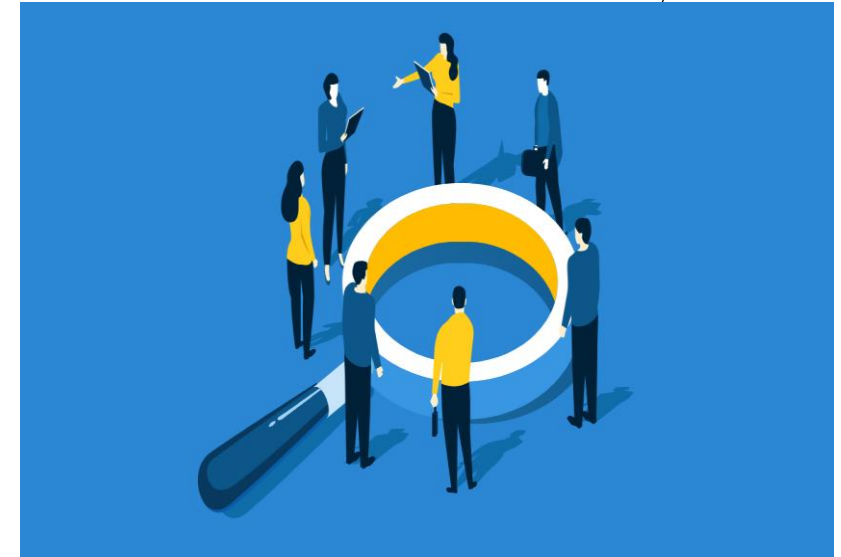
OVERCOMING BARRIERS

- **Blame**
  - View all situations or errors as learning experiences
  - Systematic approaches to investigate situations
  - Awareness of biases to minimize outcome bias
  - Get to know team members to better understand and put context behind their actions and behaviors
- **Outcome Bias**
  - View actions and make decisions without considering the outcome of the error that occurred

OVERCOMING BARRIERS (CONT.)

- **Lack of Transparency**
  - Inform employees of processes used to assess incidents
  - Employees should have a clear understanding of how decisions on resolutions are made
- **Inconsistent Assessment**
  - Use the same processes and protocol for each incident
  - Use a consistent approach for resolution

RECOMMENDED STEPS TO IMPLEMENT

- **Define and Communicate Expectations:**
  - Define principles, values, and behaviors to support a fair and constructive environment.
- **Training and Support:**
  - Foster a positive and respectful environment with support for mistakes and errors
  - Provide training on analysis, assessment, and improvement plans.

- **Track and Evaluate Outcomes:**

  - Analyze outcomes to find areas of improvement and where there may be any weak points.

- **Recognize Achievements:**

  - Praise and reward team members for their achievements and contributions made.

- **Address and Overcome Challenges:**

  - Face challenges head on and communicate with team about best solutions

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