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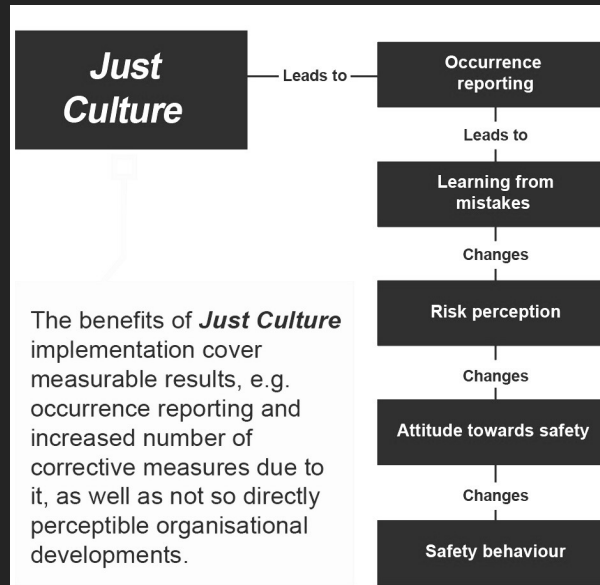
CSD380 Mod9.2 Assignment

What is a Just Culture?

- A Just Culture focuses on creating an environment where mistakes are seen as learning opportunities, not reasons for blame.

- It's about accountability, but with empathy balancing fairness and responsibility.

- In a DevOps environment, building trust and fostering collaboration are essential for success as many teams work together for one common goal.

- **How does *Just Culture* help?**

Just Culture — Leads to → **Occurrence reporting**

Leads to

Learning from mistakes

Changes

Risk perception

Changes

Attitude towards safety

Changes

Safety behaviour

The benefits of *Just Culture* implementation cover measurable results, e.g. occurrence reporting and increased number of corrective measures due to it, as well as not so directly perceptible organisational developments.

Why is it hard to build?

Fear of Repercussions: People may hesitate to admit mistakes if they fear punishment.

Old Habits Die Hard: Many organizations are stuck in a blame-heavy mindset.

**Leadership Gaps**: Without active support from leaders, these efforts often falter.

Cultural Roadblocks

- **Change is Tough**: Teams are naturally resistant to letting go of "this is how we've always done it."

- **Shifting Mindsets**: It's not just about actions but changing how people think about accountability.

Communication Challenges

- Poor communication can lead to misunderstandings and mistrust.

- Feedback loops might exist on paper but not work effectively in practice.

- Transparency is hard to achieve without deliberate effort.
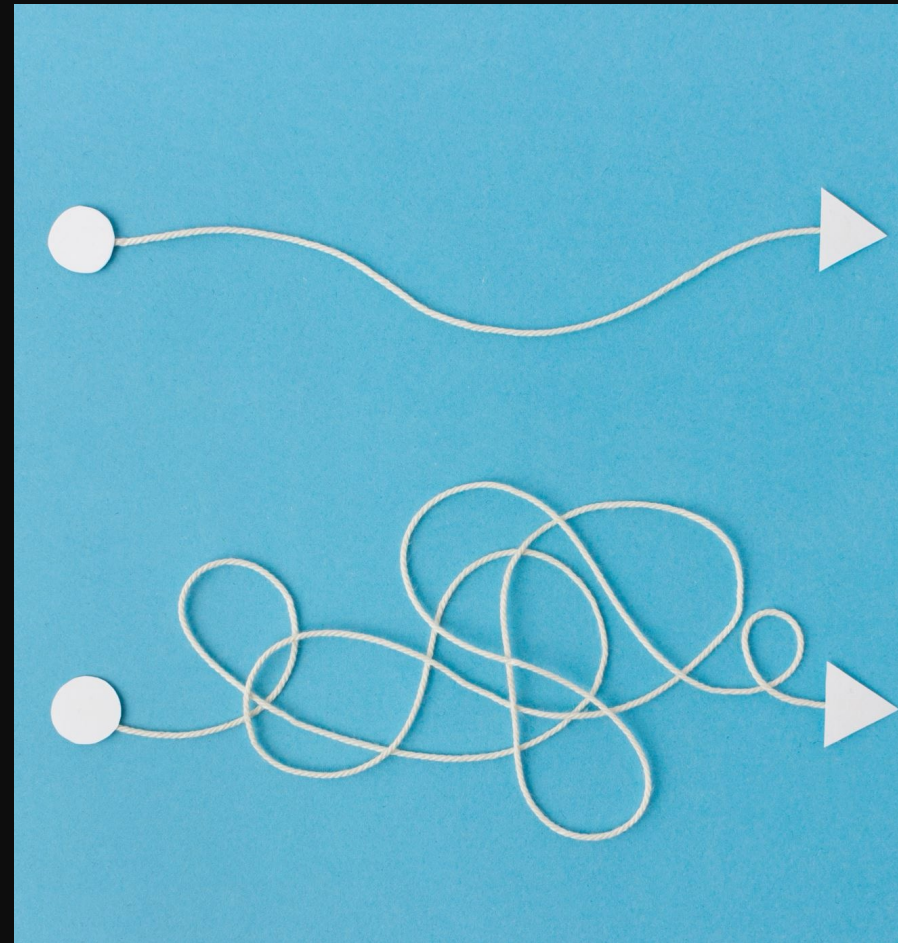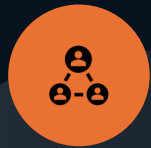
Lead by Example: Leaders should embody and advocate for a Just Culture.

Safe Spaces: Introduce anonymous reporting systems and open channels for communication.

Invest in Training: Equip teams with the tools and knowledge to adopt this mindset.

How to overcome?

References:

- https://humanisticsystems.com/2023/10/18/why-is-it-just-so-difficult-barriers-to-just-culture-in-the-real-world/

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