

A just culture

ORGANISATIONAL silence



A RULE IS BROKEN



- How will his manager react?
- Peur de la sanction



Pas de remontée des informations disponibles

CONSEQUENCES



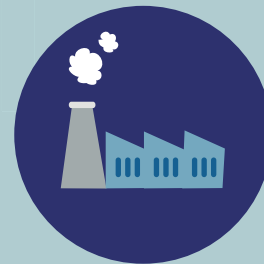
For the team

Risk of accidents
(if the situation gets worse)



For managers

Lack of information
➔ Sometimes a mistaken belief
that the models are correct



For the organisation

- Increased risk
- Lack of ongoing progress
➔ production plateaus

How do we avoid the spread of organisational silence?

Components OF A JUST CULTURE



1

A red line between what is acceptable and unacceptable

- life-saving rules (golden, cardinal)



2

Coherent, appropriate managerial response if a rule is broken

- People have the right to make mistakes
- Distinction between the contribution of the individual and the system
- Root causes are analysed, independent of the response of local managers
- Managerial response is based on a systematic evaluation of what happened
- Equal treatment



3

Acknowledgment of positive contributions

- Reporting Signalements
- Work stoppages
- Initiatives, proposals for improvement, etc.
- ...

What are the effects of a just culture?

