Cultivating Safety Leadership through a Mindset of Curiosity & Commitment

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Objective
What are we going to achieve?

Get visibility of your current relationship to safety to enable you to improve safety leadership and business performance for an individual, team and organisation – by focusing on Commitment & Curiosity
In reality, there will always be some workplace injuries because of human factors and things beyond our control like mother nature.
At the end of the day, things like “production” are seen as higher priorities than safety.
Safety should be our number 1 priority.
Commitment
What we have heard in the past - normal

“some accidents/injuries are inevitable because of human nature”
“some things are beyond our control”
“we still have to get the job done”
“she’ll be right mate”
“it won’t happen to me”
“better me than my patient”
Commitment
What we have heard in the past -
normal

“Definitely 100% Committed to no-one getting hurt at work”....and when really honest.... “don’t believe that’s currently possible”

Cognitive Dissonance
Commitment

What is commitment?

Action alignment i.e. ‘walk the talk’

- Personal commitment & Integrity
- Engaging Others
Commitment
What is commitment?

It’s our ACTION that gives our Commitments Dignity!!!!

• Leadership: Decision Making in a complex environment
  • Resourcing, Financial, Workflow Management

• What’s the degree of perceived Congruence/Alignment between our stated commitment and our decisions/actions
It’s our ACTION that gives our Commitments Dignity!!!!

AND

It’s our BELIEFS that give rise to our Actions
Commitment
Let's unpack a common, well intentioned commitment

“Safety First”

• Anticipated benefits
• Actual impact
Great Leadership

When there’s a strong commitment sourced from healthy beliefs and aligned with clear consistent actions.
The lowest performing item within Commitment from a feedback perspective is ‘Communicates the reasoning behind safety.’
Commitment
What the data is telling us

“I believe it is. No one in the business is coming to work to injure themselves or others. I believe people genuinely are looking to use our safety processes and procedures to keep aid in keeping themselves and work colleagues safe.”

“No, Having such a large number of employees, it is highly unlikely. Traffic accidents make it difficult, as people outside the organisation make an impact.”

“I’m not sure that it is achievable simply due to the human factor that comes into play. There are factors that we have no control over nor can we completely eliminate such as age or body condition. However while I feel this way I think it is completely reasonable and fully support striving towards triple zero, if we didn’t I feel as though we project an idea that we think its ok to hurt or put people at risk.”
What if your loved one’s life depended on it?
Curiosity
The research around listening

• **Immediately** after the average person has listened to someone talk, they remember only about **half of what they heard**—no matter how carefully they thought they were listening.

• **After 8 hours** – they forget from one-half to one-third

• We can listen **7-9 times faster than we speak**, so our mind gets busy!

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Curiosity
What is curiosity?

‘sharer AND learner’

- Proactively listening to the right people
- Seeking to understand all perspectives
It’s our ACTION that gives our Commitments Dignity!!!!

AND

It’s our BELIEFS that give rise to our Actions
Knower vs. Learner
Distinction

‘sharer
AND
learner’
Curiosity is one of the lowest performing Intentional States - Also has the most significant impact on others (engagement)
Curiosity

What the data is telling us

Curiosity and Leadership Impact

- Comfortable discussing my mental health.
- My mental health and wellbeing is a priority.
- Included in discussions to resolve safety hazards.
- Feel listened to.
- Supported to share my ideas and concerns.
- My safety and wellbeing is a priority.
- Empowered to resolve issues when they occur.
- Confident that changes to procedures will result in an improved...
- Feel valued.
- Supported to report a safety concern.
- I have the ability to stop a job if it's unsafe.
Curiosity
What the data is telling us

When leaders demonstrate curiosity, staff:
• Feel valued
• Feel listened to
• Are more likely to share their ideas and concerns

What impact does that have?
What you can do

How can you build commitment and curiosity? For yourself or within others?