



MASTERCLASS

# Stop Investigating, Start Learning

**10TH MAY 2021**



## Join the master of Safety Differently, Sidney Dekker and discover how by learning meaningful lessons from your incident investigations, you can derive more business benefit including greater engagement and sponsorship from your Exec team.

Most companies struggle to learn meaningful lessons from their incident investigations, often ending up with recommendations for additional rules or reminders to follow the rules already in place.

Research shows that it's not uncommon to get a low return from investigations: the exact circumstances of the incident will probably never repeat themselves; the investigation only focuses on the unique instance where things went wrong, not why they normally go well; and incidents and subsequent investigations tend to trigger various psychological and organizational defense mechanisms that can hamper honesty and reflection.

Join this Masterclass, and together with Sidney Dekker and Kelvin Genn, you will start to make the shift from investigating to learning.

“ I have completely overhauled the way we do our investigations since attending this Masterclass and now I grab the Boards attention! ”

THOMAS W - WOOLWORTHS



### WHO IT IS FOR?

- Health and Safety professionals seeking greater engagement
- Operational Leads
- Quality Assurance professionals

### LENGTH:

This is a 3 hour Masterclass.

### HOW YOU WILL LEARN:

Via interactive, live-online learning.

### TOPICS INCLUDE:

- Become familiar with the research on 'root' cause, counterfactual reasoning, judgemental labels for 'human error,' hindsight and outcome bias, linear thinking and other problems with traditional approaches to investigating.
- Shift from hunting deviations to understanding performance.
- Start to distinguish between investigations and learning teams.
- Learn about the process of setting up a learning team, and identifying potential areas for improvement, and see examples of their implementation in various industries.
- Begin to appreciate how much more your organisation can learn from the things that go well.

### KEY BENEFITS:

#### For individuals

- Understand why things don't Go well.
- Make the shift from hunting Deviations to understanding Performance.
- Identify if you are unconsciously applying judgemental labels for 'human error,' hindsight and Outcome bias.
- Learn how to harness investigation Outcomes that truly engage your Exec Team.

#### For organisations

- Focus the business on gaining a higher return from investigations conducted.
- Begin to appreciate how much more an organisation can learn from the things that go well rather than always what goes wrong.
- Understand the opportunities that the Learning Teams concept can bring to other areas of the organisation; more than just safety.



## Sidney Dekker

<https://www.sidneydekker.com>

Sidney Dekker (PhD Ohio State University, USA, 1996) is Professor and Director of the Safety Science Innovation Lab at Griffith University in Brisbane, Australia, and Professor at the Faculty of Aerospace Engineering at Delft University in the Netherlands. Sidney has lived and worked in seven countries across four continents and won worldwide acclaim for his groundbreaking work in human factors and safety. He coined the term 'Safety Differently' in 2012, which has since turned into a global movement for change. It encourages organisations to declutter their bureaucracy and set people free to make things go well, and to offer compassion, restoration and learning when they don't. An avid pilot of planes large and small, he has been flying the Boeing 737 as an airline pilot on the side. Sidney is the bestselling author of, most recently: Foundations of Safety Science; The Safety Anarchist; The End of Heaven; Just Culture; Safety Differently; The Field Guide to Understanding 'Human Error'; Second Victim; Drift into Failure; and Patient Safety. He has directed the documentaries 'Safety Differently,' 2017; 'Just Culture,' 2018, 'The Complexity of Failure,' 2018, and 'Doing Safety Differently,' 2019. His work has over 12,200 citations and an h-index of 47

### DISCOVER OUR PODCAST HERE:



[Rebranding Safety: Safety 1 and Safety 2  
with Kelvin Genn](#)

### IN PARTNERSHIP WITH THE AUSTRALIAN INSTITUTE OF HEALTH & SAFETY (AIHS):



At the end of the master class. AIHS members will be awarded **20 CPD points**



For more information, please contact:

#### ACADEMY TEAM

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