Workshop on Preventing High Potential Incidents

Perspectives and Reflections on Ways Forward

IPLOCA HSE July 2, 2014
Ways Forward

Individual (or “The One”) Behavior

• Focus on Severity (potential) of incidents. The “Gorilla” is the critical area of focus. Not the “Taxis” of Total Recordable Injury Rates or TRIR

• Challenge risk habituation. Find ways to vary the routine without violating the non-negotiable elements of procedures. Keep the best of the “Autopilot”; jettison the worst.

• Use a more “bite-size” approach to Stop Work.
Ways Forward

**Safety Systems** (or “The Machinery”)

- Get a metric ("What gets measured, gets done"). Perhaps SIFF? Define and validate.
- Ensure you have invested in top-notch root cause investigation and Management of Change (MoC) Systems
- Make the Learning the “Chocolate Cake”
- Do the Trend Analysis that shows the value to all. More than “meat charts”.
Ways Forward

The Safety Culture (or “The Many”)

• Train the organization to change their “Registry”. In other words, TRIR gets enough attention. Focus folks on severity. Maybe SIFF? High potential and actual critical incidents should get the lion’s share of the operational attention.
• Lets stop asking “how could _______ be so stupid” or making folks do the “walk of shame”. A.K.A Blame/Shame Game. Cognitive psychology teaches us that this is a Red Frame, i.e. it keeps us from the goal.
• Reward and celebrate near miss reporting, especially high potential.
• High potential Incidents – insights – learning. Every time.
Ways Forward

The Client
- Think less us-them and more joint performance against common goals. (What is a contractor?!?)
- Use your industry outreach. You don’t have to go it alone.
- Be good at managing TRIR. The transactional excellence is the “price of admission” for the transformational.
- Look for teachable moments (but not in a crisis).
- Finally, do it for yourself. Set your own bar. Not for the client!