

5 Things QHSE Managers Need to Know About People

Presenters

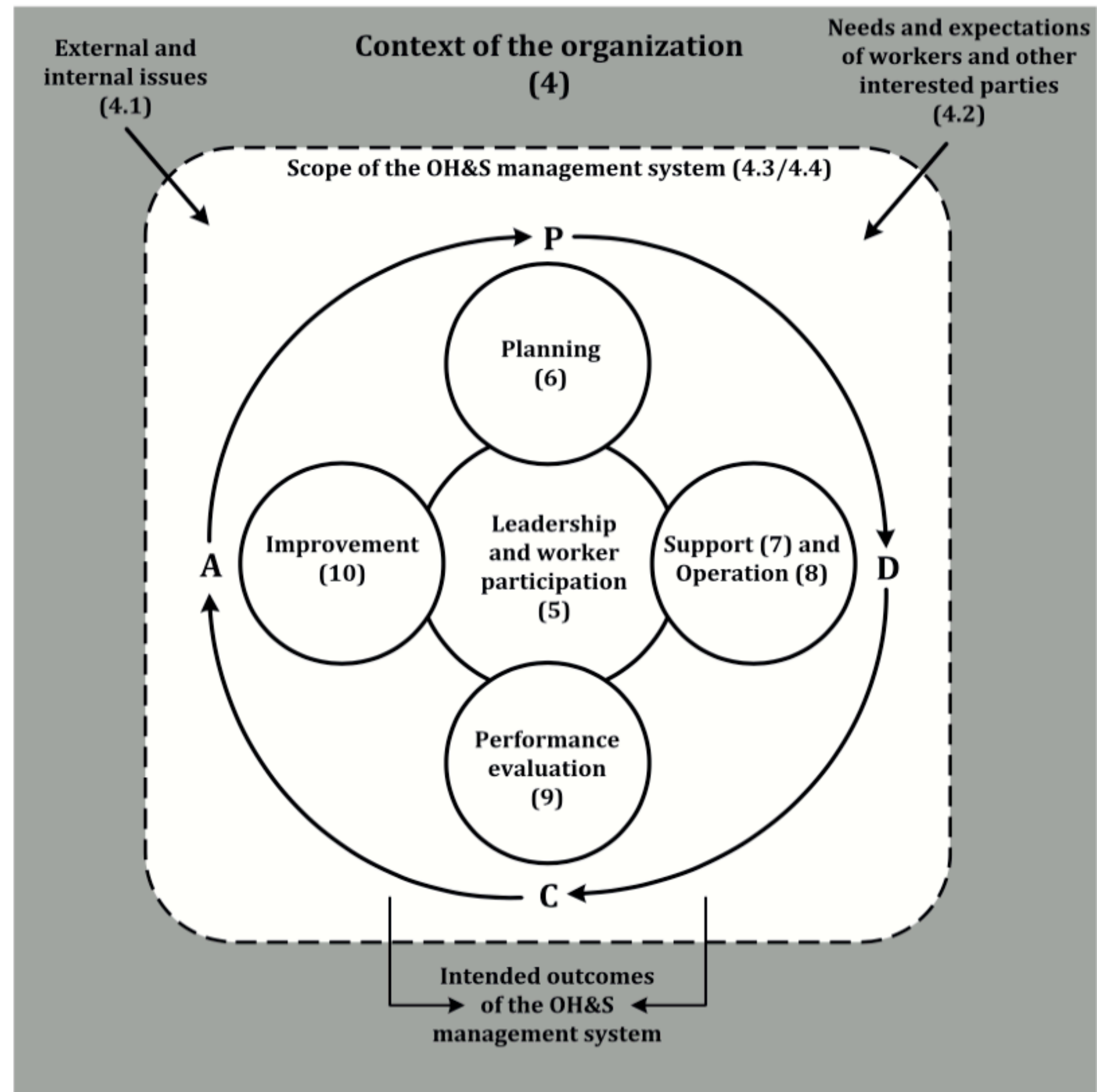
•**Craig Thornton, Mango**



•**Andrew Thornhill, Clarity; IRM Systems**



- **When you think of QHSE, what words do you associate with such work?**
- **Write down 5 words and prioritise them**





Who is Dan?

Karen approached the Bank

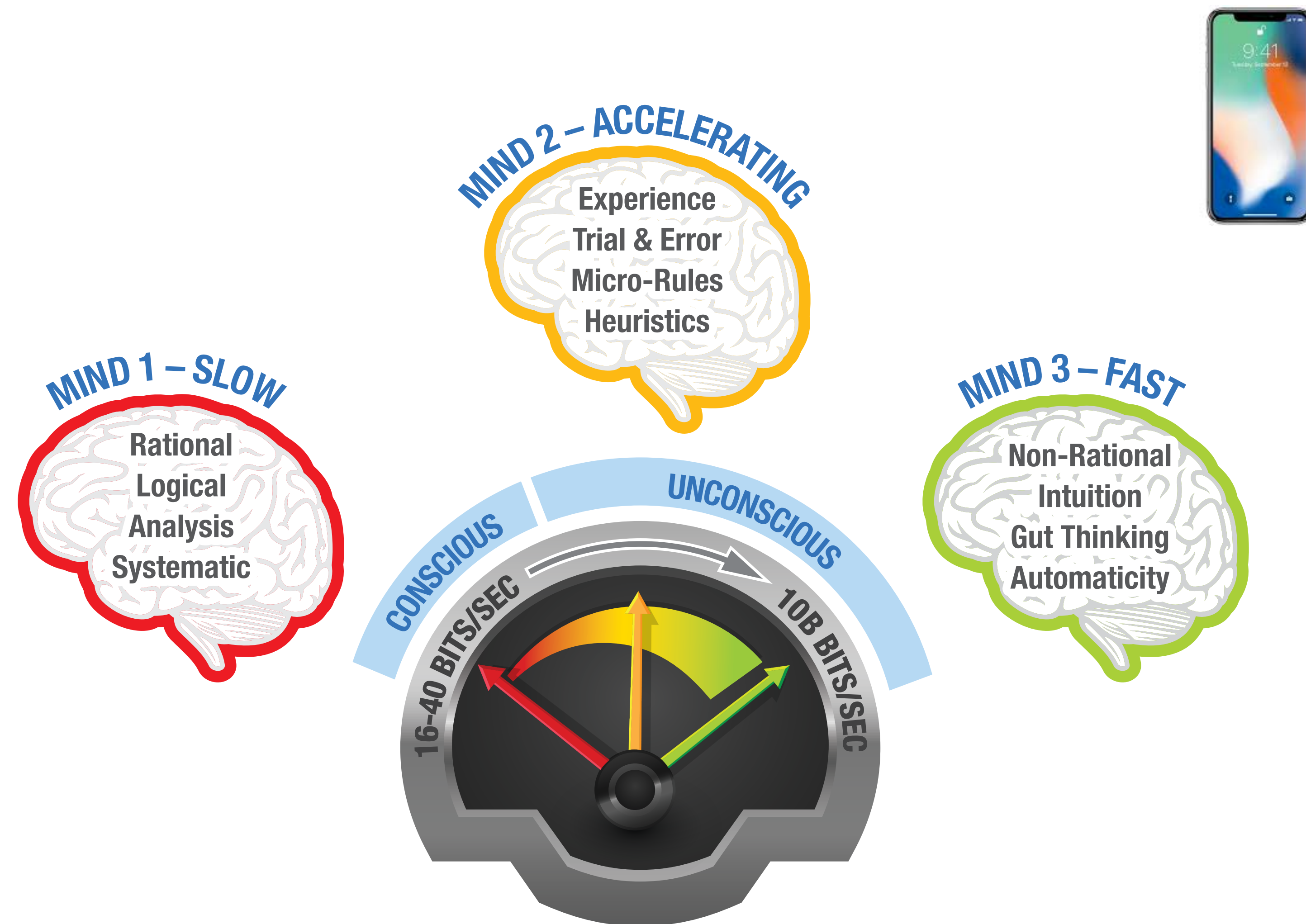


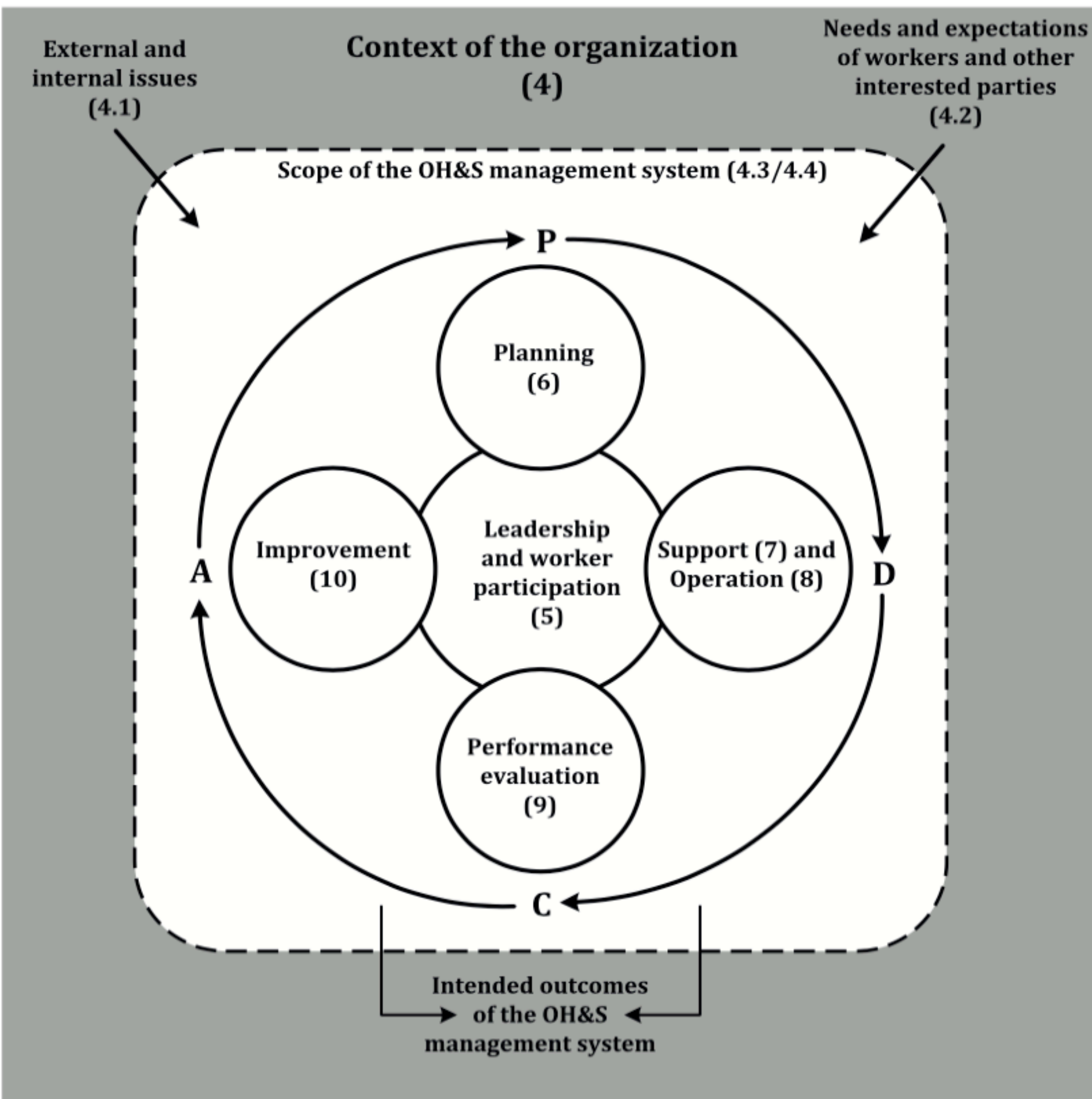
Calculate:

$$19 * 26 =$$

$$68 / 3 =$$

1. Our decisions and actions - unconscious and socially influenced





WORKSPACE

Hazards

- Striking a person
- Tipping
- Falling objects



HEADSPACE

- Overconfidence
- Desensitised
- Focus
- Complacency
- Auto pilot
- Rushing
- Goal achievement



GROUPSPACE

- Group Think
- Overconfidence
- Culture
- Language
- Can do
- Values/ norms

2. Are Your Biggest Risks in Your Risk Register?



WORKSPACE



HEADSPACE



GROUPSPAC

3. Language Matters

"All these things led to a culture and environment where I think there was a degree of impunity."

WITNESS

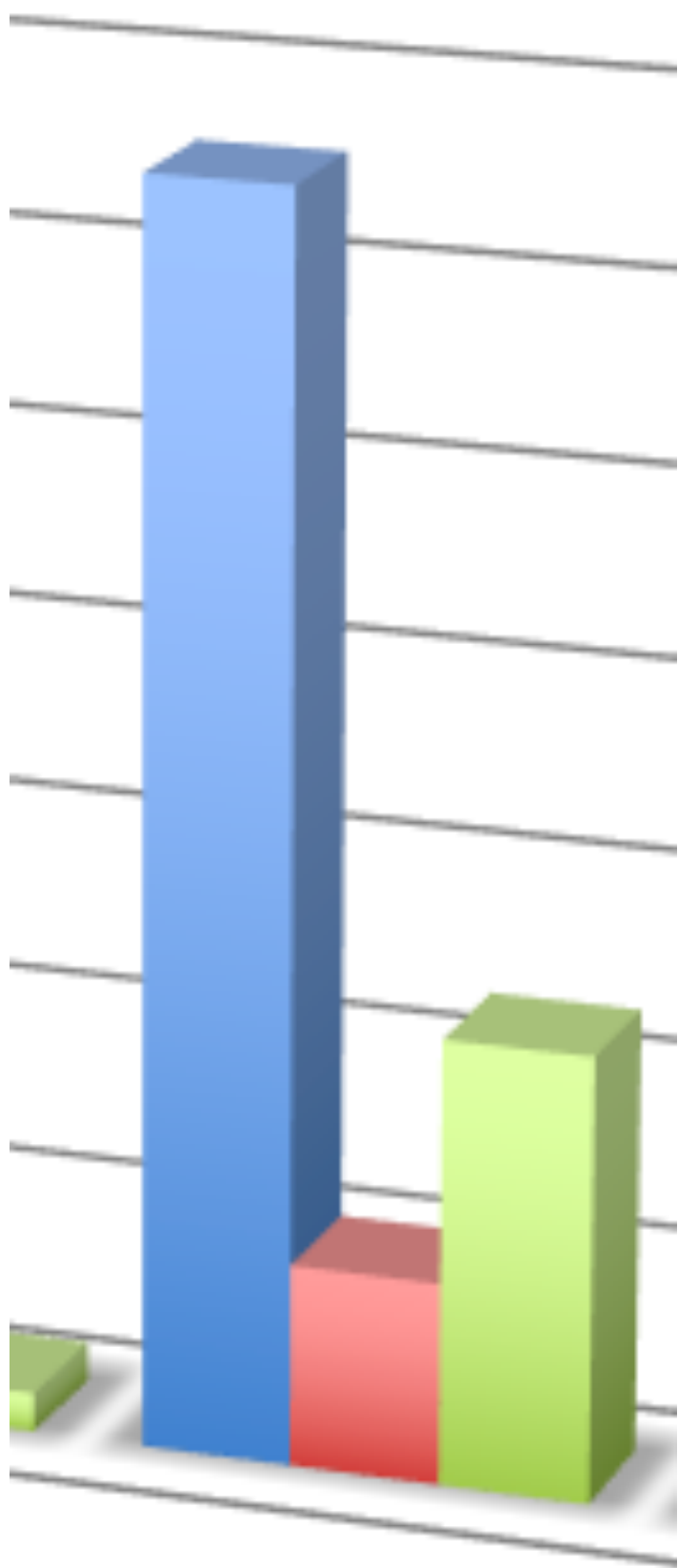


Your Talk Matters

- Get the job done
- Common sense
- Whatever it takes
- Can do
- She'll be right
 - Be careful
 - Zero harm



How many
more times will
you need to be
reminded about
safety gloves?



Q4.3

Agree	66%
Undecided	11%
Disagree	23%

**4.3 Incidents tend to happen to
people who are careless**



Heuristics

- Availability
- Affect
- Anchoring
- Representativeness
- Auto pilot
- Hindsight
- Attentional blindness
- 200+

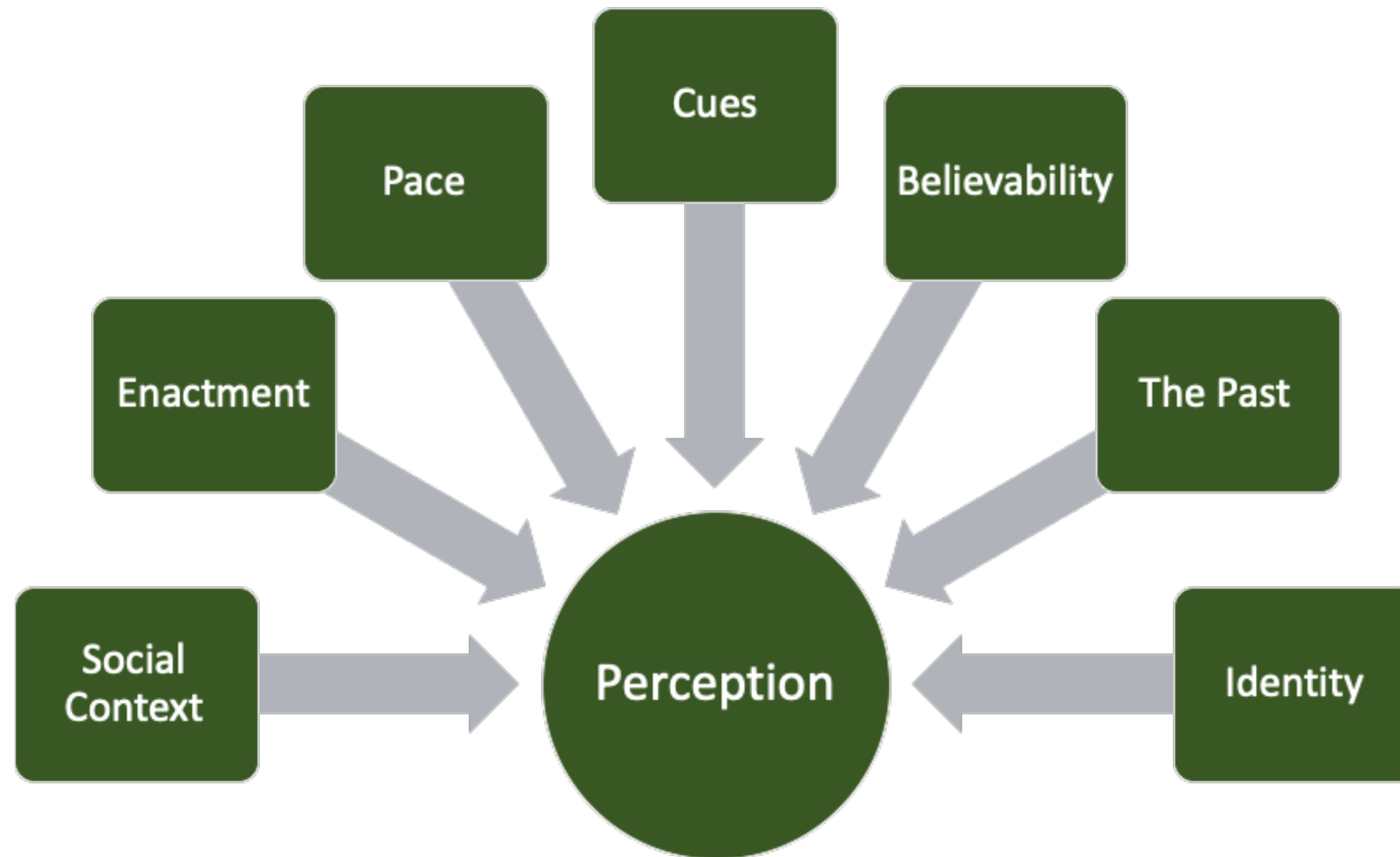




4. We All Have Cognitive Biases and ‘Satisfice’



5. Perception & Sense Making



5. Perception and Sense Making



“Just common sense”

“Idiot”

“Fact”

5 Things We Need to Know About People

- 1. Decisions & Actions - Unconscious, Socially Influenced**
- 2. Headspace, Groupspace Risks**
- 3. Language Matters**
- 4. Cognitive Shortcuts, Biases, Limits**
- 5. Perception and Sense Making**





WORKSPACE



HEADSPACE



GROUPSPACE

Where is our focus in QHSE?

1.Learning

2.Listening

3.Care

4.Respect

5.Rights