

Our Services: Hearts and Minds

Summary

Organizational safety culture is key to **safe, reliable** operations and maintenance. A mature safety culture:

- Allows for open and honest **communication** and **trust** throughout the organization
- Underpins and facilitates the use of the **Safety Management System**.
- Ensures that the organization's processes – such as competency assessments, work verification and training – give rise to the proper **attitudes and behaviors**.

Safety culture is often measured using opinion surveys which produce quantitative assessments. While useful, such measurement typically provides little in the way of improvement suggestions. In contrast, the Hearts and Minds toolkit offers a range of tools, each based on scientific theory, which are specifically designed to assess and also improve an organization's safety culture.

Our Services

The Hearts and Minds approach employs a qualitative methodology, which allows for a richer and deeper understanding of which aspects of the organization's culture require improvement, and why.

This is accomplished using a systematic, human-centered approach that includes:

- A workshop process specifically designed to assess the current level of maturity of the organization's safety culture across more than twenty (20) key aspects of personal and process safety.
- Uncovering the evidence which underpins surface perceptions of safety culture
- Developing specific suggestions for improving the company's safety culture.
- Applying the Hearts and Minds toolset delivers the required improvements, including:
 - Development of safety leadership skills among frontline supervisors.
 - Developing an optimal, project-specific process for learning from incidents
 - Identifying the specific reasons for procedure non-compliance, and developing suggestions to remedy this.

The Hearts and Minds approach achieves optimal involvement in – and ownership of – a safety culture by employees of all levels. The approach engages personnel from the Senior Management Team right to the front-line operators.

Realized Benefits

Using the Hearts and Minds approach will yield:

- A more mature organizational safety culture
- A more engaged and involved workforce
- Managers who understand the importance and value of authentic safety leadership
- Better-used systems and processes, e.g. procedures that match user needs, which results in higher rates of compliance
- Ultimately, improved safety and operational performance.

Human Factors Applications brings extensive **practical** experience of utilizing the Hearts and Minds toolkit across a range of industries and settings, with **many major clients**.

We will work with you to channel this experience to your project or facility, leading to significant safety, workforce engagement and performance gains.