



Just Culture

Seminar for Leaders
August 8, 2017 • Berlin, Germany



Hosted by:



Hochschule für Medien
Kommunikation und Wirtschaft
University of Applied Sciences

H M K W

Presented by:

OUTCOME ENGENUITY



OVERVIEW

Safety & The Just Culture: A Foundation for Shared Accountability

This one-day Just Culture Seminar introduces executives to the relationship between workplace justice and customer/employee safety outcomes. The seminar will cover the principles of a Just Culture. Just Culture is a set of management tools combined with values and practices that breed an accountable culture across high-risk organizations. Just Culture is a framework in which front-line operators and others are not punished for actions, omissions, or decisions taken by them that are commensurate with their experience and training, but where gross negligence, willful violations, and destructive acts are not tolerated.

Throughout this seminar, you will learn about designing safe systems, holding employees accountable within those systems, creating a culture in which employees are encouraged to report errors, and applying the Just Culture Algorithm—the primary tool used when employees do not meet expectations. Participants will learn the significance of abandoning notions of perfection for the realization that employees all share an inescapable human fallibility. Leaders will learn how to minimize risk, and produce better outcomes, through cultivating a culture of accountability, justice, and learning.



LEARNING OBJECTIVES

After attending this seminar, Leaders will demonstrate the ability to:

- List the elements in the design of a safe system
- Realize how and why humans fail and use tools to assess human reliability/ performance
- Describe tools for error reporting and investigation
- Apply the above to create a safer culture in aviation and rail organizations
- Define and contrast outcome-based and procedure-based duties
- Define and describe the three duties and how to identify breaches of those duties
- Demonstrate proficiency using the Just Culture Algorithm™ through scenarios

Why Attend?

By adopting a Just Culture, you will:

- Minimize adverse events
- Reduce recovery expenses from preventable errors
- Comply with regulatory requirements
- Increase reporting rates
- Provide your customers/patients and employees with a safer environment

Who Should Attend:

- Chief Executive Officers
- Chief Operating Officers
- Chief Nursing Officers
- Safety Leaders, Champions, Investigators & Auditors
- Human Factors Leaders
- Human Resources Leaders
- Risk Management & Quality Department Heads
- Other Departmental Leaders Such as Managers & Directors



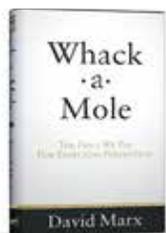
PRESENTER



David Marx is CEO of Outcome Engenuity, a Dallas-based risk management firm. David has a BS in Mechanical Systems Engineering (1985) and Juris Doctor in Law (1997). David's firm currently spends the majority of its effort on helping high-consequence organizations develop values-supportive practices and culture.

David began his career as a Boeing aircraft design engineer. In his final years at Boeing David organized a human factors and safety group. In his work at Boeing, David won the International Federation of Airworthiness's Whittle Safety Award for his development of a human error investigation process used by airlines around the world. In 1997, David launched a research and consulting practice focusing on the management of human error through the integration of systems engineering, human factors, and the law.

David has served as an advisor to the Federal Aviation Administration's Human Factors Research Program and to the National Aeronautics and Space Administration (NASA) Space Shuttle Program. David was the principal consultant to NASA in development of their major mishap investigation process, and he led an outside team to benchmark space shuttle processing quality. David has developed risk modeling methods, including an approach to socio-technical probabilistic risk assessment (ST-PRA), which has been used to model risk in aviation, space, rail, and healthcare.



David's first book, *Whack-a-Mole: The Price We Pay For Expecting Perfection*, was released in September 2009



David's latest published work is *Dave's Subs: A Novel Story About Workplace Accountability*, released in November 2015



AGENDA

- 08:30-09:00 - Registration/Coffee
- 09:00-10:00 - Customer and Employee Safety: An Introduction
- 10:00-10:15 - Where We Start: Missions, Values, and Expectations
- 10:15-10:30 - Break
- 10:30-11:15 - Components: Understanding How We Humans Fail
- 11:15-12:30 - Learning the Design Robust Systems
- 12:30-13:30 - Lunch
- 13:30-14:00 - Building a Learning Culture: Reporting and Investigation
- 14:00-15:15 - Introduction to the Just Culture Algorithm
- 15:15-15:30 - Break
- 15:30-16:30 - Practice: Assessing Systems and Behaviors
- 16:30-17:00 - Wrap Up: What Leaders Can Do

LOCATION

HMKW Hochschule für Medien,
Kommunikation und Wirtschaft
University of Applied Sciences

Ackerstraße 76
13355 Berlin, Germany

[MAP AND DIRECTIONS](#)

LANGUAGE

English
(German advisor available for Q&A)

REGISTRATION

FEE

350 €
(includes lunch
and coffee breaks)

DATE & TIME

August 8, 2017
09:00-17:00

CONTACT

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+1 (952) 283-0450

[REGISTER NOW](#)



NEARBY ACCOMMODATIONS

Hotel Grenzfall

Ackerstraße 136

13355 Berlin

+49-30 / 34 33 33-00

Guest room rates starting at 75 Euros

500 meters (min walk) from Course location

MAP & DIRECTIONS

Leonardo Hotel Berlin Mitte

Bertolt-Brecht-Platz 4

10117 Berlin

+49 (0)30 - 374 405 000

Guest room rates starting at 89 Euros

2.7 km from Course location

MAP & DIRECTIONS

Hotel Alexander Plaza

Rosenstraße 1

10178 Berlin

+49 30 240010

Guest room rates starting at 103 Euros

2.8 km from Course location

MAP & DIRECTIONS

Please note:

There is no room block for this engagement. For accommodations, please plan accordingly.

Contact your hotel of choice to inquire if they offer shuttle services.

AIRPORT

Tegel Airport (TXL) & Schönefeld Airport (SXF)

UNDERGROUND STATION

Berlin Metro

Line 6 Schwartzkopffstraße, U8 Voltastraße (10 min walk from Course location)

S-Bahn S1, S2 or S25 Humboldthain (15 min walk from Course location)

BUS STATION

Bus 247 - Gartenplatz stop located in front of Course location