EXPERIENTIAL CONSULTING, LLC

www.outdoorrisk.com

Authors / key influencers of Safety Differently

- **Erik Hollnagel**: Safety I and Safety II. (http://erikhollnagel.com/)
- **Sidney Dekker**: Safety Differently (and many more). (http://sidneydekker.com/)
- **Todd Conklin**: Pre-Accident Investigations (*plus podcast of same name*)

Main Differences between Safety I and Safety II

| Safety I - Traditional Safety	Safety II - Safety Differently
Safety is an accountability "up" (from front-line up to management)	Safety is a responsibility "down" (from management to front-line)
Workers are a safety problem to be managed	Workers are a solution to safety problems
We should tell workers what to do	We should ask workers what they need
Safety is the *absence* of accidents / injuries	Safety is the *presence* of capacities
We should track what goes wrong	We should understand why things go right
Quest for zero incidents - fail safe!	Errors are normal - so we should fail safely!

What do you see in the image?

- If you see a worker engaged in a crazy, reckless act… you will focus on **fixing the worker** (shaming, blaming, re-training, firing, replacing them…)

- If you see a worker trying to do her job, under difficult conditions, without the right tools to do it, and unable to ask for what she needs … you will focus on **understanding her job** and **fixing the workplace**.

- **Safety Differently** teaches us to look first at the workplace - simply firing the worker doesn't fix the underlying cultural / systemic problems that led to the incident or near-miss.

EXPERIENTIAL CONSULTING, LLC

www.outdoorrisk.com

The following graphic illustrates a key difference between Safety I and Safety II:
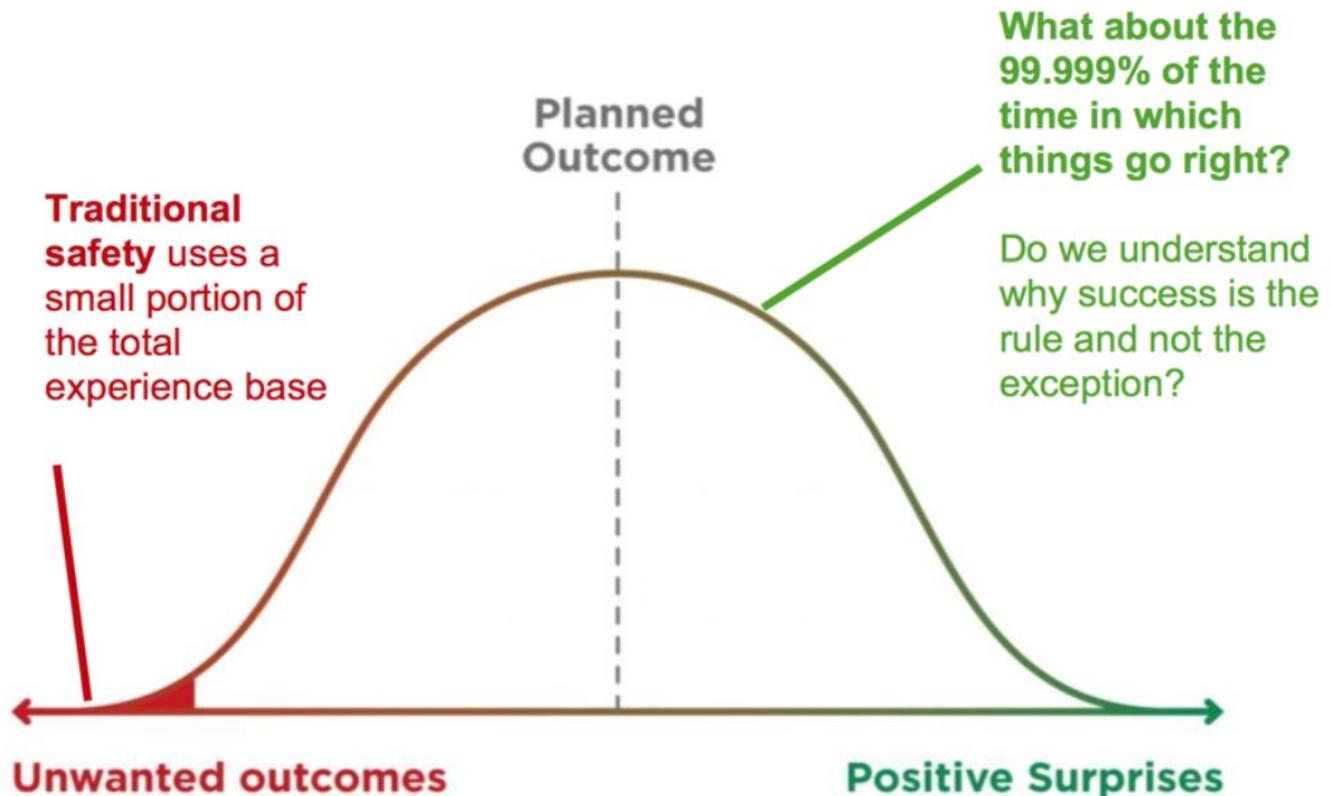
Rather than limiting ourselves to the small red portion at the left - the known, reported incidents in which things went "wrong" - we can enlarge our understanding of our programs by better understanding why things go "right" in so many other cases, and seeking to add more of those elements. We can pursue quality rather than running away from failure.

Action Steps:

1. **Evaluate** your program through a Safety II lens;
2. **Identify** *positive capacities* that apply to your program;
3. **Ask** your front-line staff what they need to better manage risks, and bring that information to the leadership team.
4. **Continue** to learn about how Safety II applies to Outdoor Programs - article