When P&P go out the window

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Common reactions to “close” the case:

• It is written in the Manual.
• I cant believe nobody else said anything.
• This is why it is P and P.
• That does not mean you don’t need to get it done.
• We just trained on it.
1. Discredited P&P

- “It is written in the manual”
- Are we only using the manual when something goes wrong?
- Are there things in the manual that are no longer policy?
- Are there things that are no longer enforced?
- Are there quick changes that go away fast?
2. Staff Voice

- “I can’t believe other staff did not say anything”
- Do all staff feel as though they have ownership over what is going on?
- Is there a culture of feedback throughout company?
- Are there clear steps for staff to take in order to address concerns?
- Is there routinely a space created for staff to share concerns?
3. Lack of context.

- “This is why it is P and P”
- Do staff know why doing the harder thing is important?
- Do staff have context?
- Have you discussed pitfalls?
- Are trainings done in a format that invite input and discussion
4. Perceived Exceptions

- “That does not mean you don’t have to get it done”

- Do staff know what to do if they feel as though they can not accomplish something.
5. Communication outside of training

• “We just trained on it”

• Is everyone aware of the P & P

• Are leadership reinforcing expectations with their actions?

• Do as you say, and act accordingly
Thanks

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