

# When P&P go out the window

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## Common reactions to “close” the case:

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- 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

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- “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

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- “I cant 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.

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- “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

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- “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

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- “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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