Culture dialogue: Prevention

Your digital tool to strengthen safety and health in your entreprise

Get into conversation

Let's talk about safety
and health together.

How do we experience
safety and health here?

The four steps of a dialogue

1

2

3

4

Step 1:
Select a topic and discuss the rules of collaboration

Step 2:
Watch video and allocate dialogue cards

Step 3:
Identify and allocate group's own examples

Step 4:
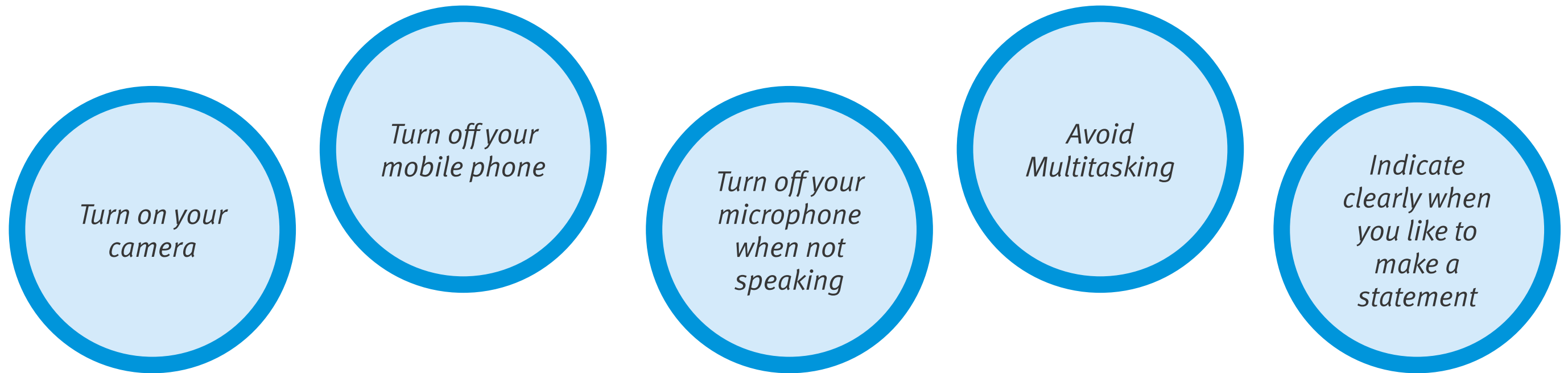Come up with initial suggestions

Step 1
Select a topic and discuss the rules of collaboration

Rules of collaboration

How do we want to work together in the video conference?

Turn on your camera

Turn off your mobile phone

Turn off your microphone when not speaking

Avoid Multitasking

Indicate clearly when you like to make a statement

Further rules:

Rules of collaboration

How can we ensure that all participants feel welcome to express their opinion, even if critical aspects are adressed?

Everything may be said!

It's about examples, not about justification!

Every perspective counts!

Choosing a topic

Which topic should we adress?
We're voting now. Everybody has two votes.

VOTES

LEADERSHIP

COMMUNICATION

PARTICIPATION

ERROR CULTURE
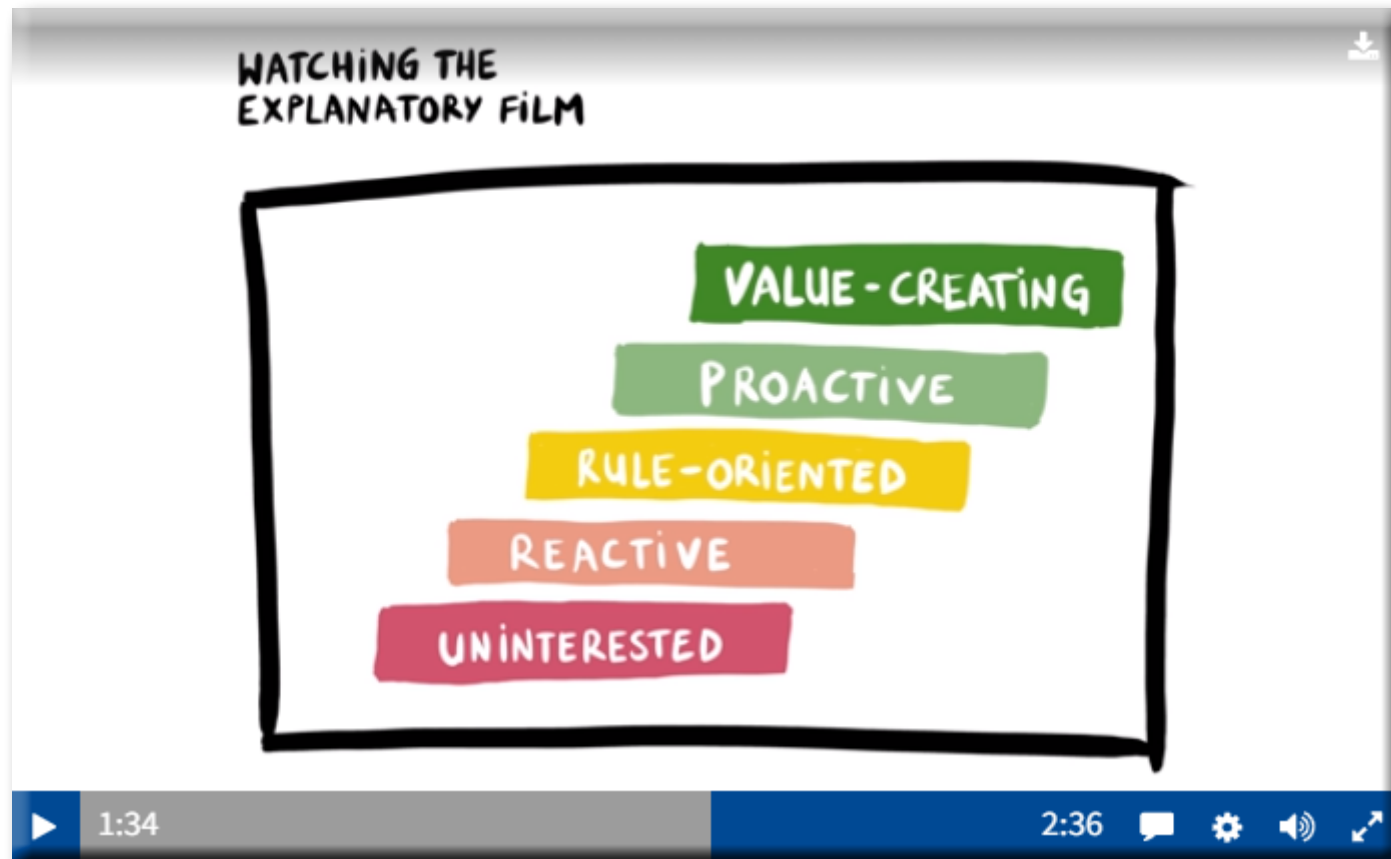
SOCIAL CLIMATE

SAFETY AND HEALTH

Step 2
Watch video and allocate dialogue cards

The 5 levels of culture as a frame of reference

The 5 level model as a frame of reference

Value-creating

We strengthen our performance

Proactive

We actively seek our problems and deviances

....

„The invisible Barrier" requires a change in perspective

....

Rule-oriented

We have systems in place to manage all hazards

Reactive

We do a lot everytime after an accident happens

Uninterested

Who cares? As long as we're not caught.

Reference: see Gebauer 2017, referring to Hudson 2001

Choosing a topic

Choose by clicking on field of action

LEADERSHIP

COMMUNICATION

PARTICIPATION

ERROR CULTURE

SOCIAL CLIMATE

SAFETY AND HEALTH

2

Allocation of dialogue cards:
Does everyone understand why cards are allocated this way?

LEADERSHIP

Click on the card to zoom in!

Uninterested	Reactive	Rule-oriented	Proactive	Value-creating

When managers talk about safety and health, they make dismissive comments or make fun of it. The effort needed for OSH seems to be a waste of time.
They sometimes even turn a blind eye to certain everyday situations.

Managers only become aware of problems after they've happened.
Then they are shocked or angry.
Employees are warned to be more careful.
Nobody checks whether that actually helps.

Managers make sure that everything to do with OSH is formally ok.
They tell others what is correct and important.
They don't ask employees what they think about putting it into practice.

Managers demonstrate great interest in safety and health. They engage employees when there are potential problems or things aren't clear.

Managers spend time advocating safety and health, even when things get tight.
Employees proactively come up with ideas to improve existing practices.
Managers are interested in the results.

3 Find and add examples

Leadership

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What do we experience in everyday life and how do we classify this behavior?

Leadership

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... reduce ...　　　*... solid, without overdoing it ...*　　　*... encourage ...*

Action Planning

Actions	Tasks	Activities	Responsible	Due until	Done?	Remarks

2

Allocation of dialogue cards:
Does everyone understand why cards are allcated this way?

Communication

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Uninterested	Reactive	Rule-oriented	Proactive	Value-creating
In general, little thought is given to communicating with others. Sometimes information is deliberately withheld if it serves a person's own advantage.	Information is only shared if it's unavoidable. Too much talking stops you from working. Problems are more likely to be avoided or glossed over.	Communication is a one-way street. Information comes from the top down. People are told what to do. But there is not much asking or discussing.	Specific opportunities are created to exchange information, such as a morning get-together or team meeting. Everyone can have their say and it's ok to make constructive criticism.	People don't get tired to ask questions and talk about special circumstances. This helps them to recognise hazards, understand new developments and hear other opinions.

Communication

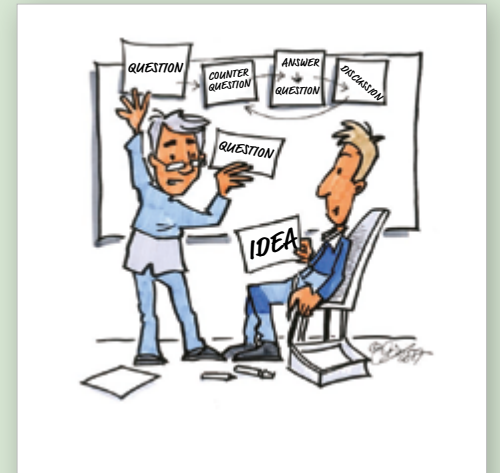| Uninterested	Reactive	Rule-oriented	Proactive	Value-creating
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Communication

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Discuss the assignment of the dialogue cards:
Does everyone understand why the cards were assigned to the steps?

Participation

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Employees aren't asked what they think and they're completely ok with that. Employees' suggestions for improvements are ignored or belittled.	Managers only feel obliged to listen to employees when they exert pressure. People with inconvenient opinions are considered a pain in the neck.	Managers put forward their own ideas and, if necessary, get their employees' agreement. Implementation is slow and superficial.	Managers encourage employees to contribute their know-how and opinions. Regular meetings are held to develop ideas together and to encourage their implementation.	Employees speak up and express their opinions proactively. They look for ways to make improvements themselves. Decisions on implementation are made quickly.

Participation

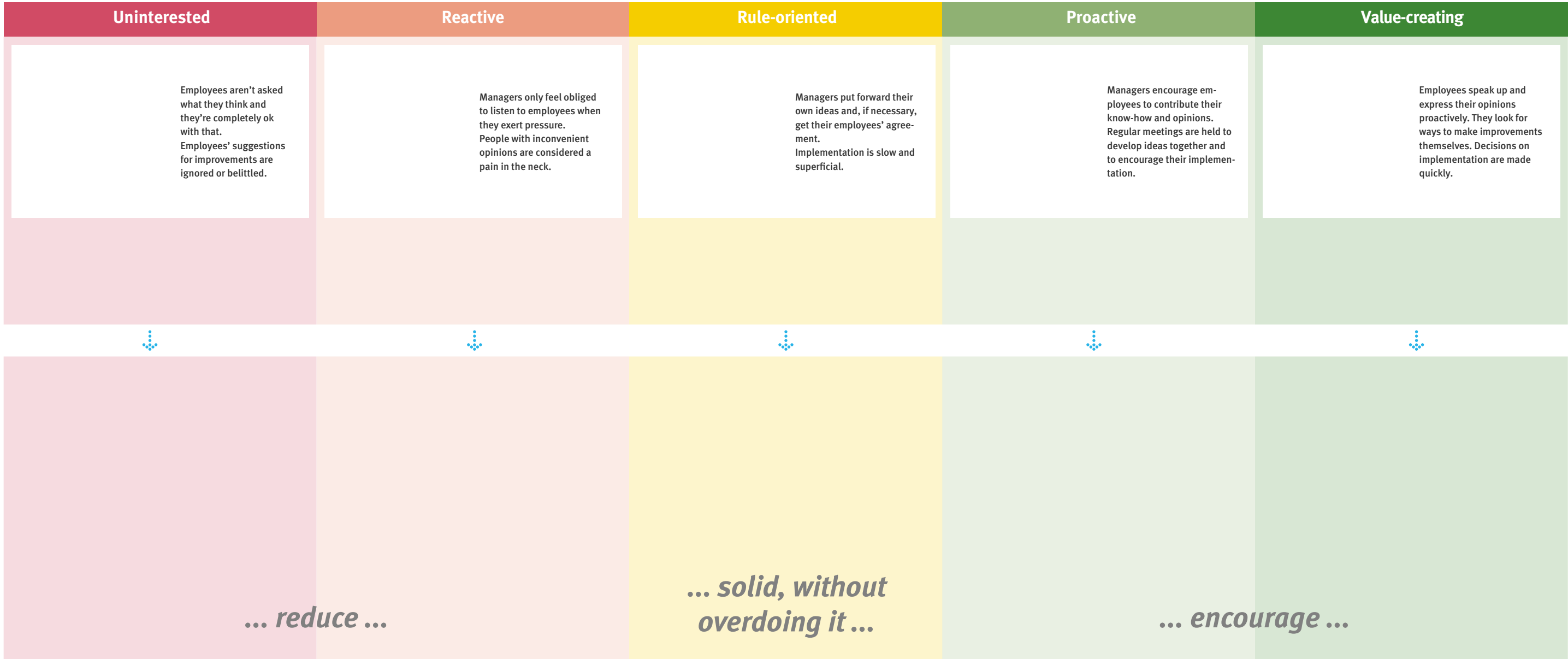| Uninterested	Reactive	Rule-oriented	Proactive	Value-creating
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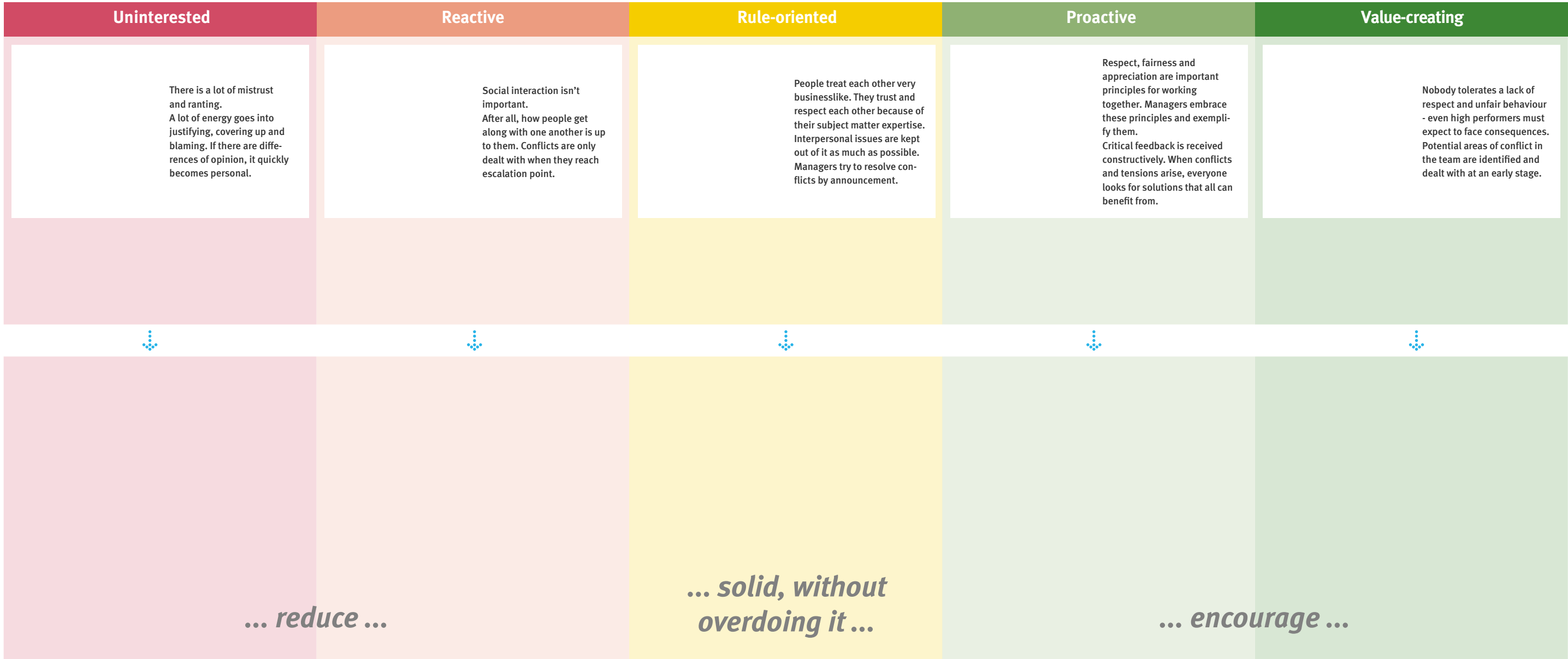| Uninterested	Reactive	Rule-oriented	Proactive	Value-creating
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Safety and health

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Uninterested	Reactive	Rule-oriented	Proactive	Value-creating
WAIT, I'LL GET A LADDER! / DON'T BE SILLY. WHAT FOR?	OK, TOMORROW WEAR THE HELMET. GOT IT?!	WRITE IT DOWN, LEARN IT OFF BY HEART AND THEN GET TO WORK! RULES / WORK / HOW'S THIS GOING TO WORK?		DISRUPTION / AND? WHAT ABOUT TODAY? / ONLY WHEN IT'S SAFE!!! / ON OFF
Safety and health don't matter. It's all about getting the job done.	Safety and health are just another type of lecture or are discussed when it's unavoidable.	Everyone says that safety and health are important. Rules and regulations are ticked off as much as possible – that's all that can be done.	Safety and health are considered in all decisions. Managers raise awareness of OSH in our everyday working life by proactively asking questions and encouraging employees to discuss OSH among themselves.	„Safety and health come first, then doing things properly, then doing them quickly" – that's the principle that everyone stands behind. Difficulties doing this are openly discussed by everyone and any grey areas are addressed.

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Safety and health

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Culture dialogue: Prevention

On the following sites you can view
the dialogue cards in bigger size.

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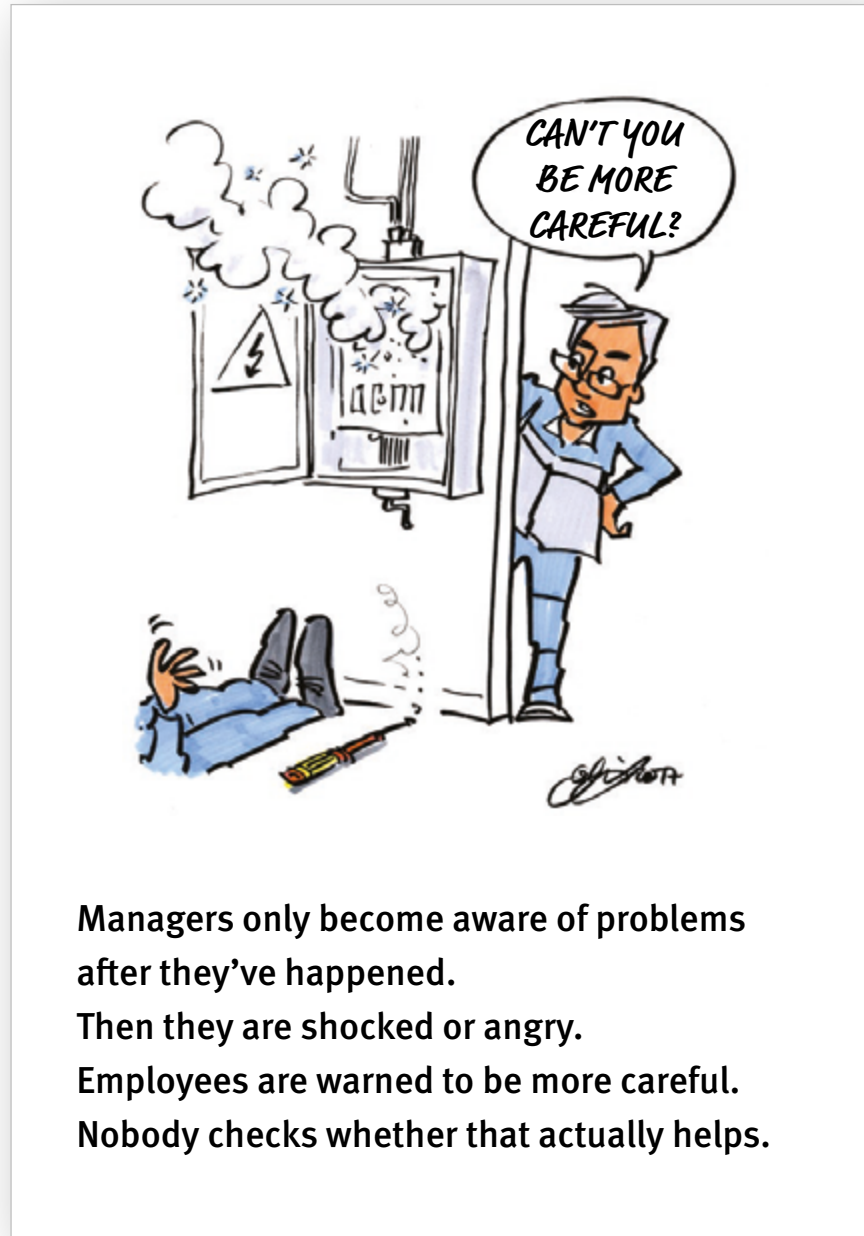
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Step 2 – Discuss dialogue cards

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4 **Back to**
Step 4 – Develop solution ideas

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Proactive

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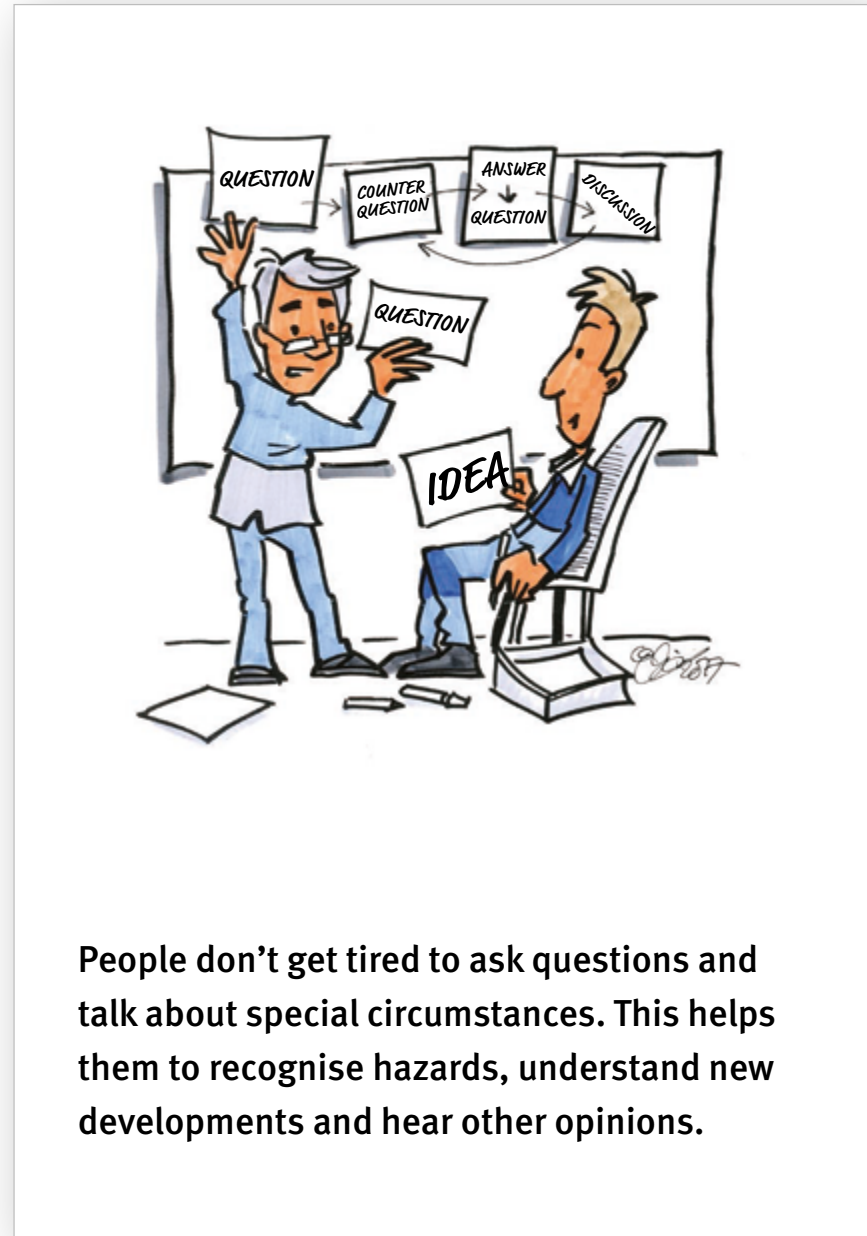
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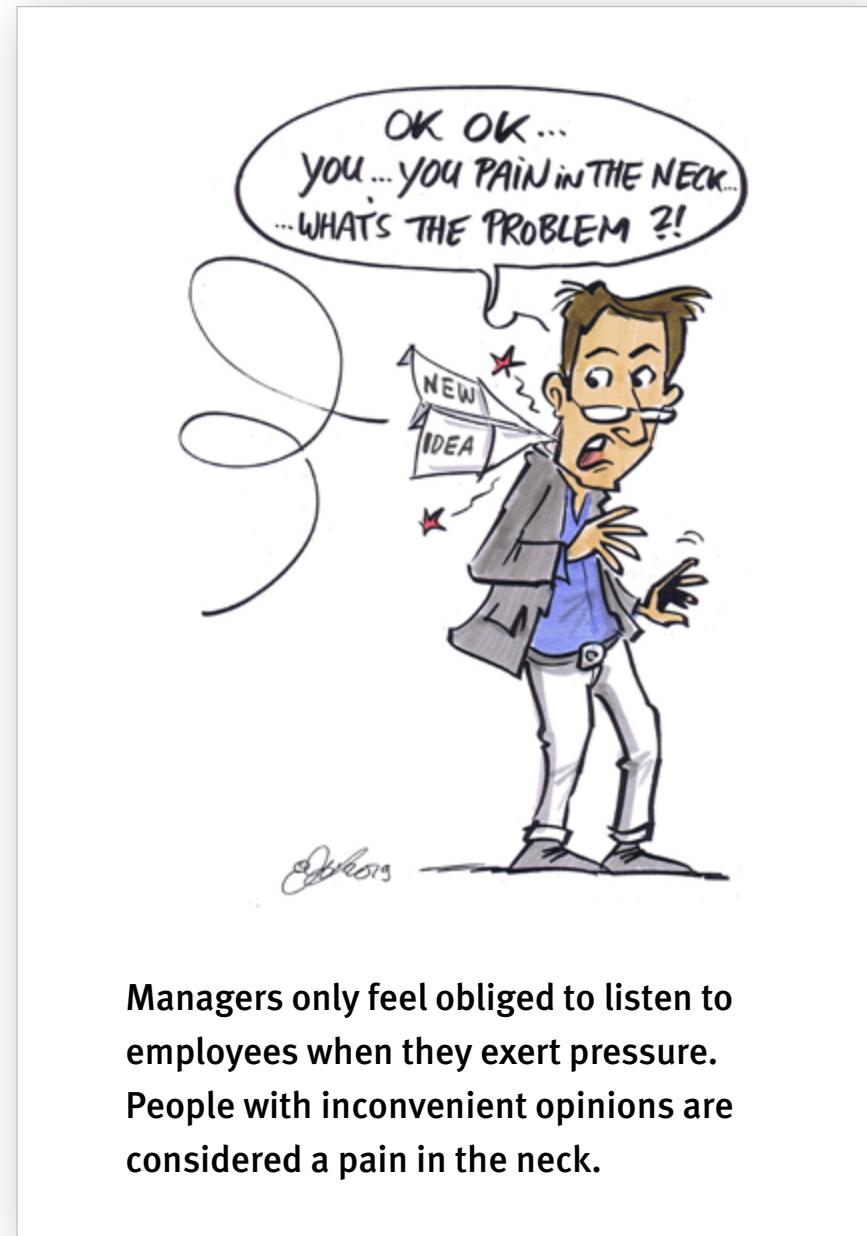
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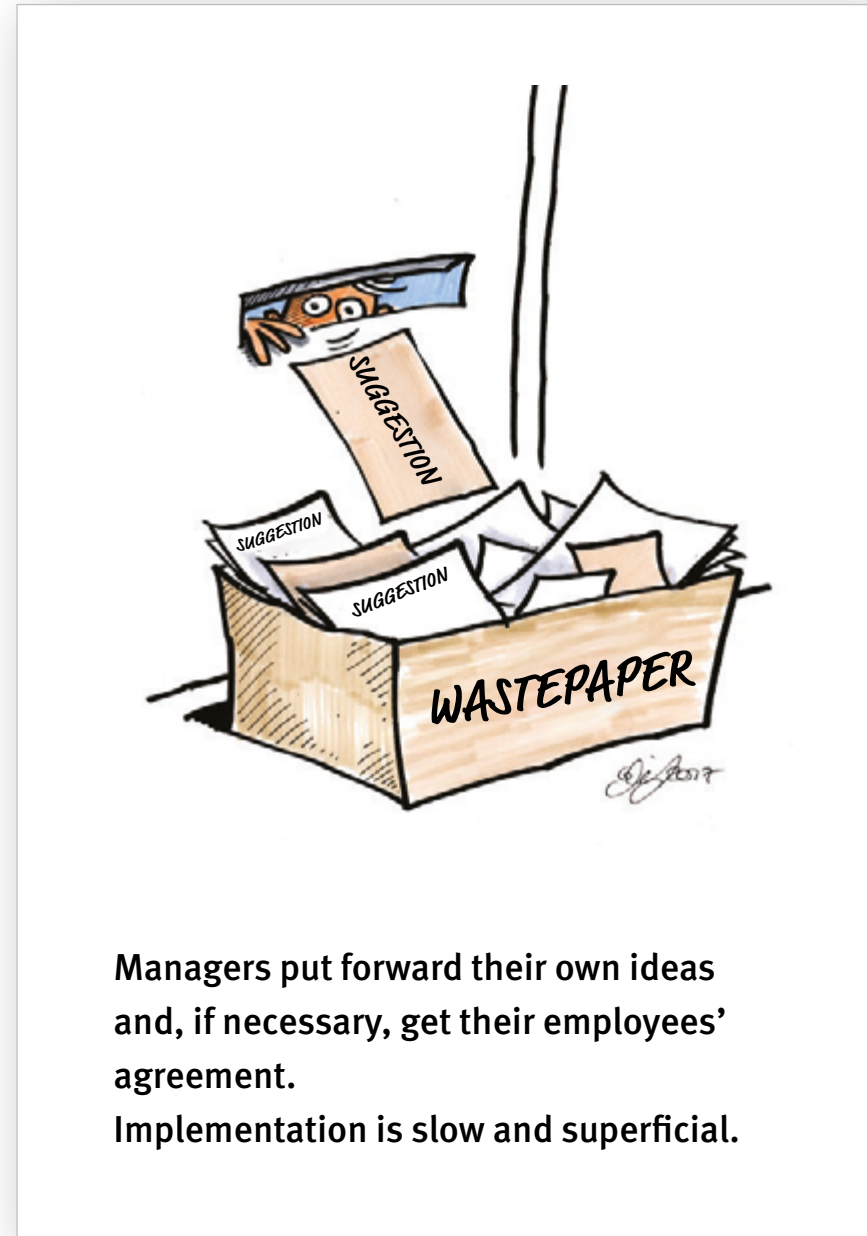
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Error culture

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Near-miss incidents aren't seen as learning opportunities – after all, nothing happened.

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If something goes wrong,
either a) employees are given training or
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Safety and health

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Safety and health

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Safety and health

Rule-oriented

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Everyone says that safety and health are important. Rules and regulations are ticked off as much as possible – that's all that can be done.

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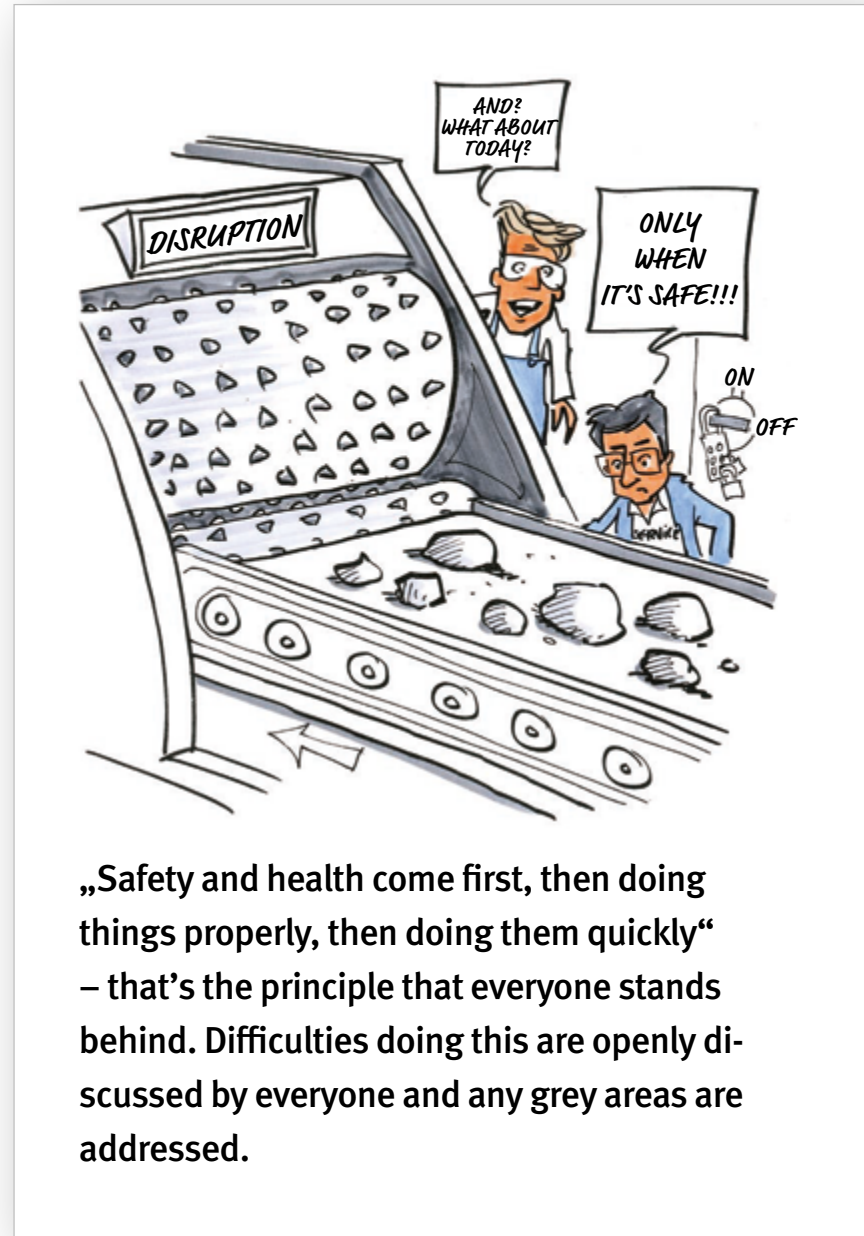
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