

Your Response Matters: Effective Post-Incident Communication™

Stop the Management Blame Game and Build a Culture of Learning



COMPANIES AT THE LEADING EDGE are applying the principles of human performance to their safety programs in order to create highly-reliable organizations. Management's response to failure is a critical first step in applying these principles effectively. CCC's culture-based tools diagnose organizational culture and build the trust needed to promote dialogue between management and workers. Frontline workers are willing to talk about the context of an incident and management is willing to listen as they work together to achieve higher levels of safety performance.

Objectives and Outcomes:

- ✓ Understand the principles and language of the science of human performance.
- ✓ Demonstrate how human performance and culture impact behavior and safety performance.
- ✓ Apply tools designed to better your chances of correcting cultural issues that could lead to more incidents.

Methodology	Concepts and skills are applied interactively in an engaging way.
Workshop Duration	One-day Workshop
Organizational Level	Tailored to a specific site or conducted with a general audience
Intended Participants	Managers to Senior Managers
Culture Change Experience	Intermediate & Advanced

Contact us for more information!

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Other Workshops You Might be Interested In:

- ✓ *Culture Change Leadership Skills™*
- ✓ *Leadership Alignment Dialogues™*
- ✓ *Walk the Talk™ Modules*