THE DEADLY DOZEN

TEAMWORK
How Well Do You REALLY Work Together?
- Ensure shared mental model
- Beware “group think”
- Encourage challenge
- You can be in more than one team at a time

LOCAL PRACTICES
Efficiency OR Dangerous Shortcut?
- Don’t cut corners
- Follow procedures – they are there for a reason!
- Beware local norms becoming the “new standard”
- Poor or inadequate procedures? – report them
- Be alert to Efficiency-Thoroughness Trade Off

FIT FOR DUTY
Are you REALLY fit to work?
- Avoid alcohol and drugs – they are major killers
- Illness can impair judgement and thinking
- Injuries can be distracting

DISTRACTIONS
Multi-Tasking OR Dangerously Distracted?
- It happens very easily
- Personal as well as job distractions
- Use checklists and “Red Zone” techniques
- If distracted – go back 2 steps
- Be assertive – insist on calling back when convenient

ALERTING
Do You REALLY Speak Up When You Should?
- Vital skill – use it effectively – encourage it
- Be positive and constructive – propose solutions
- Some may find it difficult to do
- It’s not a threat – it’s teamwork
- Be assertive – it can save lives!

COMPLACENCY
Is Everything REALLY OK?
- Never assume all is OK
- Follow procedures – they work!
- Use checklists
- Seek input from others
- Early action avoids later difficulties
- Check your situation – CONSTANTLY

CULTURE
Do You REALLY have good safety culture?
- Applies to individuals and whole teams/organisations
- Does everyone really care about safety?
- Do you have a Just Culture?
- Do you strive for continual improvement?

CAPABILITY
Is Your Team REALLY Capable?
- Check training and qualifications and experience
- Regularly assess capability
- Provide on-board training, mentoring, coaching
- Ensure any capability gap is addressed

SITUATIONAL AWARENESS
Do You REALLY Know What’s Happening?
- The big picture AND fine detail
- Constantly update your awareness
- Actively seek input from others
- Never assume another’s intentions
- WHIM – ask: “What Have I Missed?”

PRESSURE
Just Busy OR Dangerously Overloaded?
- Good pressure can improve performance
- Too much leads to stress – always bad
- Don’t let pressure lead to taking short cuts
- Ensure adequate resources – people, time, tools

COMMUNICATION
Do You Really Understand Everyone?
- Message understood? DON’T assume – Check
- Use closed loop communications
- Words are only 30% of communications
- Remember effect of tone and body language
- Different cultures may interpret things differently
- Watch out for accidently causing offence