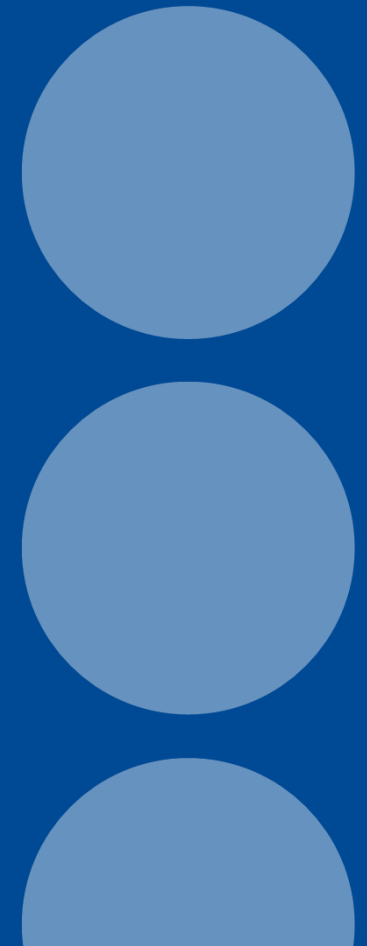
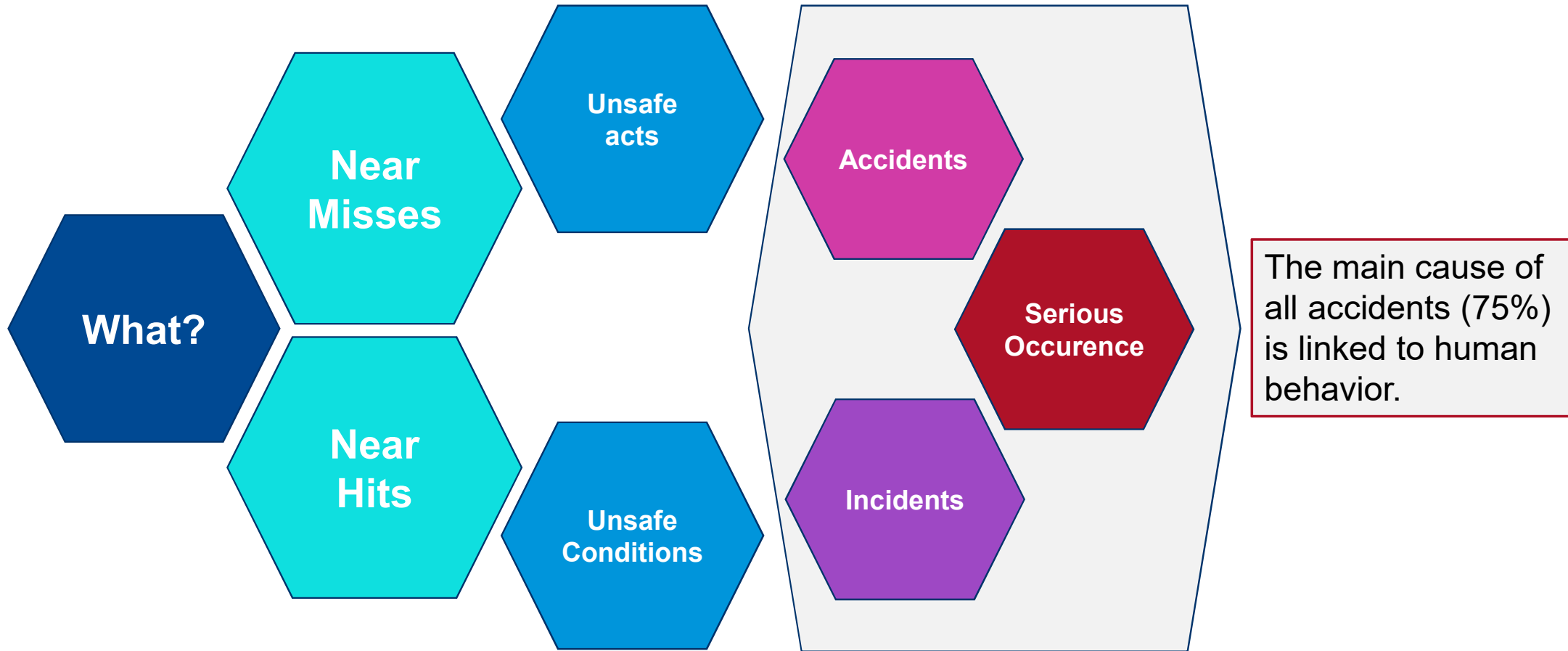


Creating an open error culture and learning lessons from Near Misses

14th Occupational Health & Safety Forum, Luxembourg
Sabine Herbst und Carlo Schiertz



From Near Misses to accidents

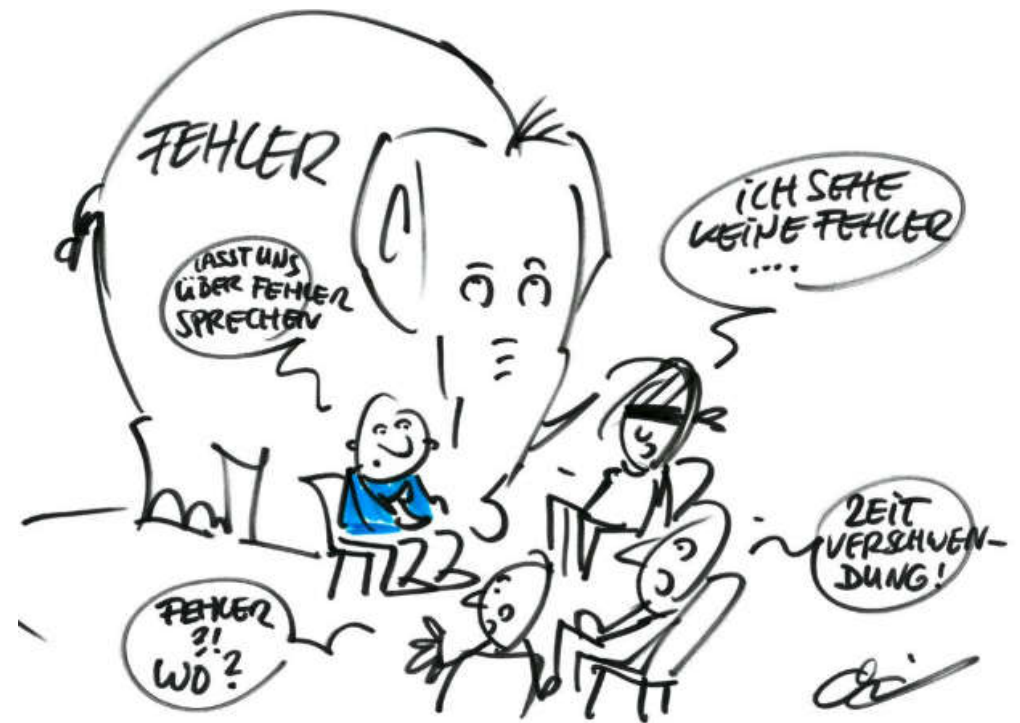


What are errors?

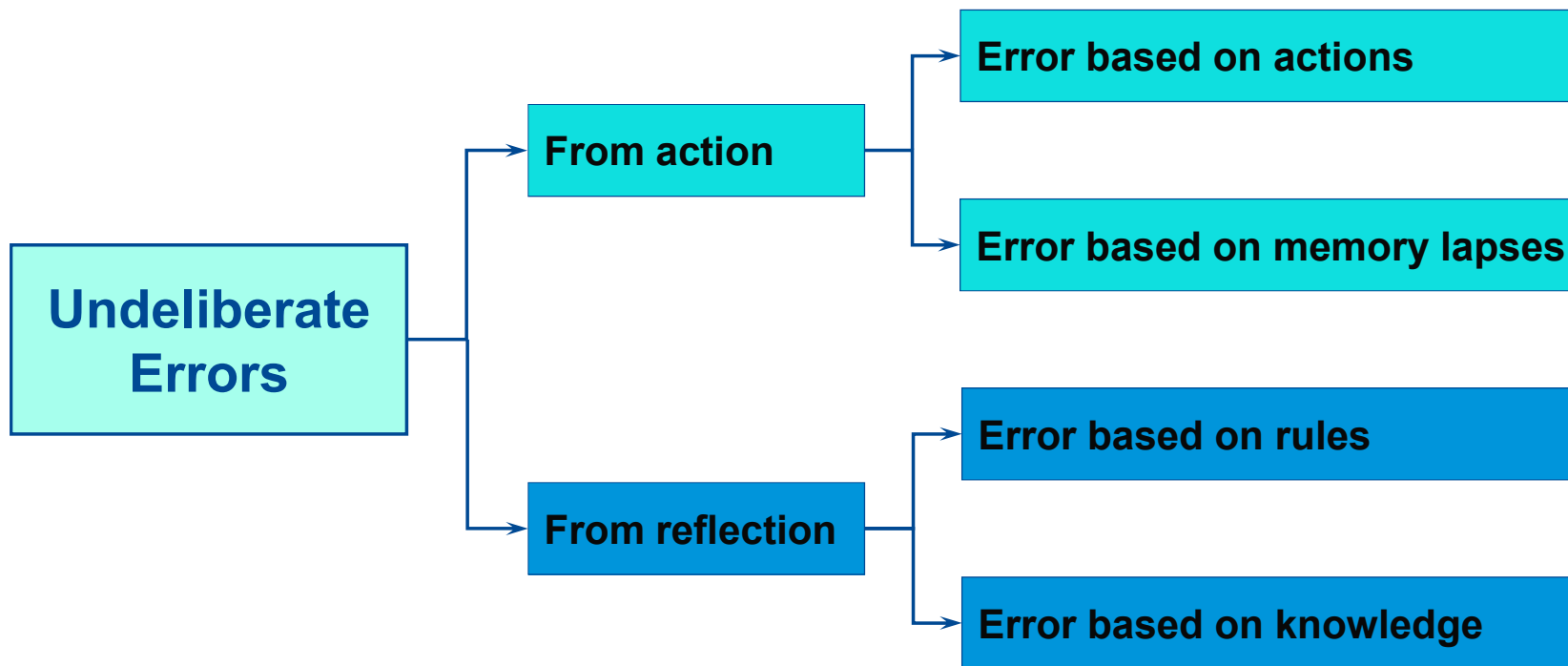
Errors are **annoying** . They cause **stress** and **trouble**.

Nobody needs them. But one thing is certain: **they occur nevertheless** .

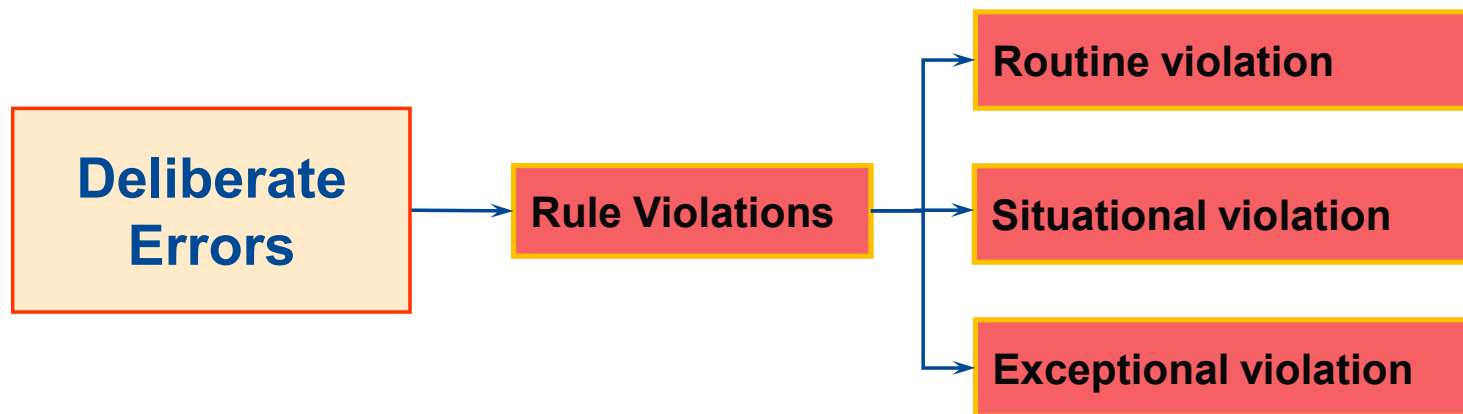
That's why it's worth to rethink and **learn** from them!



Human error classification



Human error classification



Open Error Culture

A good culture of prevention depends to a large extent on how errors and adverse events are handled.

Factor 1:

Move away from blaming, towards learning from mistakes



Open Error Culture

An error culture indicates how errors are dealt with in companies.

Factor 2:

Improvement instead of punishment



Open Error Culture

An error culture indicates how errors are dealt with in companies.

**Factor 3:
Clear and trustful communication**



What matters



What can you do as a leader

- Create a culture that supports reporting near-misses
- Create space and time in everyday life to talk about small mistakes and events
- Give regular feedback
- Learn to learn from mistakes yourself
- Work out solutions together with the employees
- Also critically evaluate surprising successes
- Establish communication process and support trainings

What can you do as employee

- Address errors openly
- Request a safe space to talk about mistakes or events
- Inform yourself about what happens after events and errors
- Give open information about what has happened
- Do not shift the responsibility on others
- Give feedback openly

Thank you for your attention.

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