



Hanover County Safety & Risk Management Communication

Happy Safety & Risk Friday (#SafetyFriday)! This week's short subject discusses the Human Performance Defense of Questioning Attitude

Safety & Risk Tip of the Week:

To combat the impact that an error or error precursor may have on an outcome, we can utilize and apply the concepts of Human Performance Defenses.

HP Defenses are techniques that when applied deliberately, properly, and consistently help significantly reduce the likelihood that a risk or error could lead to a significant negative event. The first of these defenses is related to questioning attitude.

Questioning Attitude:

WHAT IS IT?

- It is a mind-set that we use when we need to increase the reliability of our decisions. It is also an action; it is what we do.

WHY USE IT?

- It helps keep us safe and shift our focus away from assumptions, habits and stale experiences with “similar” jobs to the concrete details of THIS specific job or task.

WHEN TO USE IT

- When you have less than 100% confidence in what you're about to do
- When unsure of peer/supervisor or your own knowledge & skill level
- When your gut says something is wrong
- When you notice a mismatch between your plan & actual conditions
- Whenever you hear the danger phrases “I assume...,” “Should be...,” “We've always...,” “Might...,” “Last time...” etc.

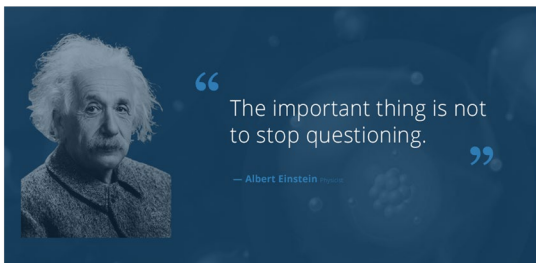
DON'TS

- Don't expect every question to stop an error. The 19th may feel redundant; the 20th may save a life
- Don't assume “routine” = “low-risk”
- Don't answer your own questions
- Don't follow an assignment or procedure without knowing why you're doing it

DOS

- Do share your perspective
- Do invite others to share their perspectives
- Do make your assumptions known and test them against reality

Safety & Risk Quote of the Week:



Safety & Risk Resource Spotlight:

The Virginia Risk Sharing Association (VRSA) has released an updated calendar for Safety & Risk training offered to members through the end of 2022 free of charge. If you are interested in attending any of the courses offered, please contact your immediate supervisor. Names of those who would like to attend should be provided to Safety & Risk Management in order to have employees signed up.

To access the updated training calendar, [click here](#).