

# SAFETY

# CONVERSATION

## SEE CARE SHARE WEEK

Welcome to the final day of See Care Share Week across the business. I just wanted to personally thank you all for playing your part in improving our safety culture across the business. You are all key to the success of our business and we want to support you and ensure you all feel safe every day at work.

## WHAT YOU NEED TO KNOW

The final stage in our journey is probably one of the most important, it is Challenger Safety, this means being able to challenge the way the team works, come up with new ways of working and challenge the ideas of others – even senior members of the team such as myself.

This is so powerful as it not only allows ideas to surface and learning from mistakes occur, but it can prevent potentially bad ideas from getting to the real world. This is about each of you having a voice and I want to hear it. Your thoughts, ideas and opinions are very important, after all it is you that are working hard on the frontline to give the great service and experiences to our customers every day in often challenging environments, so if there is things we can do better, things we need to start doing and things we need to stop doing then please let us know.

In today's activity we are going to get you as a team to reflect on this week and have some discussions around how you can continue to improve the culture at your unit. You will have an activity sheet where we will look at the things we are doing that are good, what things could we do better, then how are we going to get better. We call this the Good, Better, How approach. There will also be things we just want to stop doing so record and agree them as a team too.

Please also remember to post images and videos on Workplace of the activity to promote what you are doing and enjoy yourselves.

And finally, once again a big thank you from me and the wider leadership team for everything you do and for getting involved in this See Care Share Week, we hope you have found the week, fun, engaging and have learned new things and we would also appreciate your feedback too so we can continue to improve the environment you work in. Take care everyone and look out for each other.

## Friday: Challenger Safety



## SPEAK OUT

- You will ask questions if I don't understand and stop unsafe behaviours being demonstrated by others
- You will report incidents, near-misses, or hazards promptly
- You will express any concerns or suggestions for improvement to your Supervisor and Line Manager as soon as possible

## BE MINDFUL

- You will be vigilant about hazards, the surroundings, team members and your fitness for work
- You will stay focussed on the task I am doing and look for ways to improve the way it is done
- You will take the time to plan and focus on how to do the job safely

## GET INVOLVED

- You will care for your team members and encourage others to work safely
- You will contribute to safety discussions, investigations, and meetings
- You will share your safety knowledge, experiences, and learnings with others

## YOUR COMMITMENT

- Speak Out and challenge people if they are not working safely.
- ALWAYS challenge yourself to improve and get better every day.
- IF you think there is a safer and better way of doing something, challenge us.

## MORE INFORMATION

Please visit the See Care Share Week page on the HSE Website for more information on this week and the See Care Share page on the HSE Website for more information on See Care Share in general.

SEE CARE SHARE WEEK 2023  
FRIDAY ACTIVITY - IMPROVING OUR SAFETY CULTURE  
MANAGEMENT INFORMATION

Activity: Friday Activity - Improving our Safety Culture  
Type: Group Activity

Instructions:  
Today is the final day of See Care Share Week but it is important that we continue to focus on improving and maintaining a good safety culture going forward. Today's Safety Conversation was on Challenger Safety and this means being able to challenge the way we work, coming up with new ways of working and challenging the ideas of others. This is the most powerful stage of psychological safety as it not only allows new ideas to surface and learning from mistakes to occur, but it can prevent potentially bad ideas from getting into the workplace.

Today's activity is all about understanding what we've done this week and then how we can continue to improve using the Good-Better-How model. The Good-Better-How model is a great way to reflect on our approach to our work, relationships and behaviour. It helps us to reflect on our achievements and what could have been done better. Most importantly, it allows us to critically reflect on how to practically improve in the future. Use the attached worksheet to work through the questions with your team to identify What are you doing that is Good, What can you do Better and How will you do it?

Once you have completed today's activity with your team please complete the short survey on this See Care Share Week to help us improve our future campaigns. Go to [hs-sc.shareweek23](#) or scan the QR code below on your phone and complete the survey.

Why not share a photo of your activity and the completed worksheets on Workplace tagging it with #see careshareweek23

What did we do that was GOOD?

What can we do BETTER?

HOW will we do it better?

SCAN ME

The Good-Better-How model can be used to continually review how we are performing and work to improve going forward.

SEE CARE SHARE WEEK 2023  
FRIDAY ACTIVITY - IMPROVING OUR SAFETY CULTURE  
MANAGEMENT INFORMATION

Refer back to Monday's Activity on the Dufford Bradley Curve to consider the Good-Better-How.

What are we doing that is GOOD?

GOOD

What can we do BETTER?

BETTER

HOW can we do it better?

HOW

Why not share this activity on Workplace and tag it with #see careshareweek23