

# Just Culture Chart Circuit Exercise

## “What Gets in the Way”

NOTES

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# I am reluctant to report when...

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- Fear of Discipline
- Make me look stupid
- Make me a rat
- Retaliation
- Superior Involved
- Get others in trouble
- Unsure of Process/outcome
- Unsure or unfair treatment
- Think process is stupid
- When I know it will create work for me
- When I will be coached
- Nothing, or too much will be done
- When I do something embarrassing and no obvious impact
- When unsure of details (i.e. independent confirmation –ambiguity (standards/rules)
- When no one saw me do it
- When I do something really bad
- Not first hand knowledge
- It's my fault
- It's my team that made the error
- Repetitive occurrence
- When management wont care/act on it

# I am reluctant to coach when...

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- Telling Brutal truth
- Don't see benefit
- When it's my boss
- Overly emotional person
- Close to employee (friend/acquaintance)
- When I get emotional
- Know they won't be receptive to feedback
- Not worth it, nit-picky
- When I'm uncertain about topic/issue
- Contrary to current company policy/procedure
- Employee fights/dislikes coaching
- Lack of time
- How to start/where to begin
- Inappropriate setting
- When the employee is as experienced as I am or more
- When I don't know what the heck I am talking about
- Snitches Get Stitches
- When I have made the same mistake
- Peer pressure don't coach some one superior
- Awkward
- Don't have a good relationship or they are friend or teacher/mentor
- Don't know how to – inexperienced with coaching

# It's harder for me to receive coaching when...

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- In front of a bunch of people
- When I think I'm already doing a good job (I don't agree with the coaching)
- No respect for the coach
- Hypocritical coach
- Time pressure
- Different lingo
- Friends/peers
- Being singled out
- "Shotgun Coaching"
- Filling a quota
- Agenda
- Not in the mood
- Too emotional
- They don't have the whole story
- When I perceive I know more than him/her
- When you think you're right
- Bad time/mood
- When it's a distraction
- When its just "check the box"
- When it's not timely
- When I already know the fix
- When I am not prepared to receive coaching
- When others have not received coaching for the same
- Snitches get Stitches
- When overloaded – no time

# It's worth it to me to report when...

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- It affects my paycheck
- I think something will change
- If it will prevent injury/damage/problem
- Recognized/taken seriously
- Affects progress or relationships (internal/external)
- Right thing to do
- When it has been made an expectation (encouraged)
- When it won't negatively impact me
- Affects me financially or my family
- Safety is at Risk (employee or organization)
- When it impacts my organization
- Organization impact / learning
- Negative consequences for not reporting
- Positive consequences for reporting
- When I am the Subject Matter Expert
- Need to set an example
- Broad or a trend...not a one off situation
- Duty to act
- I can save someone else trouble
- When leadership is authentic about reporting
- Snitches don't report or they will receive stitches

# It's worth it to me to coach when...

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- Safety issue
- The opportunity arises
- There is trust (you and the process)
- There is a lesson to be learned
- When you can prevent another error
- When I care about the employee
- When the person needs it (When it would benefit them)
- I think they might listen
- Will save \_\_\_\_\_ (time, \$, lives)
- Benefits me/organization
- Because I care
- Transfer knowledge
- When nobody else is doing the right thing
- Getting to know someone
- Right thing to do
- Ask for coaching
- New employee / new assignment
- Reduces risky behavior