



## Just Culture and Psychological Safety

The 2 aspects, Just Culture and Psychological Safety are a requirement for every "High Reliability" organisation that deals with human factors and safety.

"Speak up" behavior is the new slogan you hear or are about to hear in many organizations worldwide. This vision means that every member of an organization must feel psychologically safe to use her/his voice. A requirement for this is a Just Culture. An organizational culture where there is no "naming, shaming and blaming". An environment where everyone dares to speak up about mistakes and wrong decisions. Regardless of who (almost) makes the mistakes or who (almost) makes the wrong decision.

This requires attention and knowledge of these aspects at every level within the organization. In this module, we will look at the principles of Just Culture and how to communicate professionally so that it is acceptable to the entire organization when staff show assertiveness or become more assertive.

We also cover ownership, professional space, setting standards and values. We cover how to investigate and report by using the questions "what, why and how". The question "who" is not asked.

YES Human Factors Ltd does this with the help of very experienced trainers and teachers with a background in management (operational and HR), psychology, organizational development and change management. The practical experience comes from different organizations, like Siemens, Royal Air Force, KLM, Martinair, Ministry of the Interior, police etc.

YES Human Factors Ltd provides training within the following market segments: hospitals, coastguard, process industry, IT, safety regions, banks and aviation.

We kindly invite you to participate in this interactive, practical and inspiring program.

**Han van der Meer and Jean-Pierre Kahlmann,**  
Partners YES Human Factors Ltd



## Just Culture en Psychological Safety

The module "Just Culture and Psychological Safety" has been specially developed for professionals and managers who want to grow in their organisation. Both aspects contribute to a safe, effective and efficient working environment.

### Description

The training provides insights but also tools for medical professionals what the added value is and how to implement this within their department/organization.

### Program

09.00 Welcome with coffee  
09.30 Exercise: the co-pilot and the duck  
10.00 What is psychological safety?  
11.00 Break  
11.15 What is a Just Culture?  
12.45 Lunch  
13.30 Professional Space  
15.00 Break  
15.15 Ownership  
16.40 Evaluation and conclusion  
17.00 End

### Questions and registration

For more information and registration, please contact:

- Han van der Meer, partner, +31 6 23 915 971
- Jean-Pierre Kahlmann, partner, +31 6 53 139 981

Or send a email to: [info@yeshumanfactors.nl](mailto:info@yeshumanfactors.nl)

### Overview

Just Culture en Psychological Safety

### Duration program

1 day

### Dates

In consultation

### Group size

3-12 persons or in consultation

### Location

YES Human Factors  
Voorstraat 2  
5353 KE Dieden

Or

In consultation In-company or in the vicinity of your home and/or workplace

### Costs

€ 540,- excl. VAT per participant

Course material, coffee, tea and lunch are included