The Safety Connected Conversation

Welcome back to Acumen

Since 2004, Acumen Software has been helping organisations to manage their health & safety workflows. During this time the software has collated data for over 250,000 safety incidents.

Our articles and papers are work in progress and we welcome feedback from all who read - feedback we hope can be included and will enhance what we discover.

At the heart of everything we do is the Acumen Safety Model. This model has five key elements which we believe are important to improving safety:

1. An **Information Model** that allows for the correct information to be created and shared to the right people at the right time.

2. The continuous delivery of **Training & Competencies** for all individuals for safe working and wellbeing.

3. The ability to allow individuals to protect themselves by continuously reinforcing the correct practices through **Self Checks & Risk Assessments**.

4. The delivery of formal workflows and processes for conducting **Inspections and sharing Best Practice**.

5. The organisational processes and workflows to enable **Corrective Action and Learning.**

The Safety Connected Conversation

A Health & Safety connected conversation is based on a more socially constructed view of organisational activity - one where behaviours, actions and mental models are socially enacted and each agent has an active roll to play in Health & Safety activity - either passively or actively. Furthermore, safety information must be structured, digestible, sharable and it must reinforce the correct behaviour or evoke a new behaviour that corrects a negative behaviour.

Organisational technology platforms must hook into our personal social norms that we as a society are adopting with new technological paradigms. These paradigms will delivery Health & Safety information, processes and directives so they are easily consumed on a technological platform that the user has familiarity with.

Information and tools which we share and interact with information are the new organisational currency for a smarter more effective Health & Safety capability. If we can evolve our thinking towards the fundamentals of Health & Safety with useful models and frameworks then we can evolve or revolutionise our delivery of Health & Safety management and initiatives on every safety, health or wellbeing activity we undertake.

If we can embrace technological change, rethink our concept of information and shift our mindset into one that focuses Health & Safety as a **continuous connected conversation** then we have the fundamentals for which we can start to attach new frameworks and conceptual models that will help move Health & Safety thinking into a new space.

These conversations must be continuous, correct, timely and focused to right people so that there is a constant reinforcement of health & safety process, awareness and workflows. Importantly, continuous reinforcement of the conversation will ensure that workflows are implemented, actioned and appropriate actions taken.

This space will embrace a more socially connected model that will help us:

- Suppress the number of Health & Safety negative events that occur in our workforce.

- Enable a more efficient and effective response to Health & Safety negative events.

- Unlock the information and knowledge contained in the Health & Safety events and work flows.

- Enable the organisation to share best practice in Health & Safety activities thus delivering true 360° learning.

We welcome feedback on our article!

About the Author

Paul Robinson PhD blends his academic track record with 20 years industry experience in technology and safety solutions working for organisations such as the NHS Patient Safety Program, consultation and software services to numerous organisations such as Skanska, Qatar Foundation. ASTAD, Amey, AVOVE, Pitney Bowes, TIME Qatar, Balfour Beatty and many others.

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