Bringing "Just Culture" to Life: Strategies to Support a Just and Learning Organization

Program Overview

A Just and Learning Culture creates a system of shared accountability across all levels and supports a High Reliability Organization (HRO). Staff and leaders are encouraged to report errors, hazardous conditions and unsafe behaviors in order to learn and improve. Attention shifts from immediate punitive responses to evaluating behaviors in a rational, organized manner. In doing so, trust increases, systems improve, and errors are prevented in the future. In this session, the three types of behavior: human error, at-risk behavior and reckless behavior will be analyzed and responses to each behavior will be discussed with application to real-life scenarios. Participants will walk away with a handful of strategies to support a Just and Learning Culture and increase accountability and high reliability at their organization.

Program Objectives

1. Define a Just and Learning Culture
2. Describe the three types of human behaviors
3. Discuss benefits of a Just and Learning Culture
4. Examine techniques to implement a Just and Learning Culture
5. Apply a Just and Learning Culture concept to current scenarios

About the Speaker

Lyndley O'Dell, MS is a healthcare human resources professional with experience in various aspects of HR including talent acquisition, onboarding, employee engagement, employee relations, performance management and organizational development. In addition to holding two HR certifications, Lyndley is also certified through ATD's Improving Human Performance program. Lyndley has firsthand experience working with leaders to implement and support a Just and Learning Culture in a hospital.

DATE/TIME

Tuesday, July 14, 2020

10:00 AM –11:00 AM

WEBINAR

This program is now being offered virtually via Zoom teleconference!

PROGRAM FEE

FREE to all current MHEI members (must register online)

Non-Member: $249

REGISTER

To register, please visit MHEI.org.
Questions? Contact Kelly Yost,
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WHO SHOULD ATTEND?

- Nurse Managers and Leaders
- Clinical & Non-Clinical Leaders, including Team Leaders, Supervisors, & Coordinators

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