Analysis of Serious Events
A Crucial Conversation

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Lesson 1: Human Performance Tools are not a “Recipe”
Lesson 2:

To change culture you must change individual behaviors....

To change individual behaviors you must work with individuals
Unfreeze

- Ensures that employees are ready for change

Change

- Execute the intended change

Refreeze

- Ensures that the change becomes permanent
Lesson 3: The best defense against a serious event is the presence of good defenses

\[ \text{Re} + \text{Md} = 0 \text{ Events} \]
Lesson 4: We must teach organizations *how* to learn from its failures.
Lesson 5:

- This journey starts with a single step.....
- But requires significant commitment and resources
Those who do not learn history are doomed to repeat it.

~George Santayana