

SEEK

Social psychology E vent E xploration K nowledge

Understanding & Investigating Events & Incidents

A MODULE AS PART OF THE SOCIAL PSYCHOLOGY OF RISK DIPLOMA

WORKSHOP: 26,27,28 JULY 2016

VENUE: SOUTH MELBOURNE TOWN HALL
COMMUNITY HUB

208-220 BANK ST

SOUTH MELBOURNE



THE CENTRE FOR LEADERSHIP
AND LEARNING IN RISK

CONTACT

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Introduction

The Human Dymensions SEEK (Social psychology Event Exploration & Knowledge) Program is an event investigation program based on the foundations of a social psychology of risk.

The program is unique as it applies the key principles of the social psychology of risk to the way events are investigated. The Program assumes that events and investigations are conditioned by social arrangements and that social arrangements are a significant determinant on decision making and behaviours.

The SEEK program adds value to already existing incident investigation strategies and complements traditional strategies with adding a strong focus on:

- The bias of the investigator
- The decision making of the participants
- Social arrangements
- Culture of the organization and,
- Human contributing factors to events

Content

The SEEK unit course content is outlined as follows:

1. Knowing self, bias and subjectivity
2. Causality, attribution, fundamental attribution error and projection
3. The nature of events and incidents
4. The human factor - perception, fallibility and blame
5. Understanding defensiveness, reaction formation and denial
6. Complexity, systems and confusion
7. The nature of investigation
8. Finding facts, faults and fiction
9. The rationale for investigation
10. Orthodox investigation models
11. Investigation, culture and social psychology
12. Workspace, headspace and group space
13. Case studies in event and incident investigation
eg. Daney Cheney (John Hollands), Canberra Hospital Implosion, Kenoss Contractors Fatality, Beaconsfield Tragedy and Verbrugger disaster
14. Effective questioning (Verbal, Spacial, Digital, Discourse Intelligence)
15. First on the scene, understanding methodologies
16. The problem of assumptions – neither counsellor nor detective
17. Who am I, the investigator? Disclosure and confidentiality
18. Investigation iThink tools (iThink quadrant, SWOT mapping, concept mapping)
19. Investigation and interview strategies and methods
20. Reporting

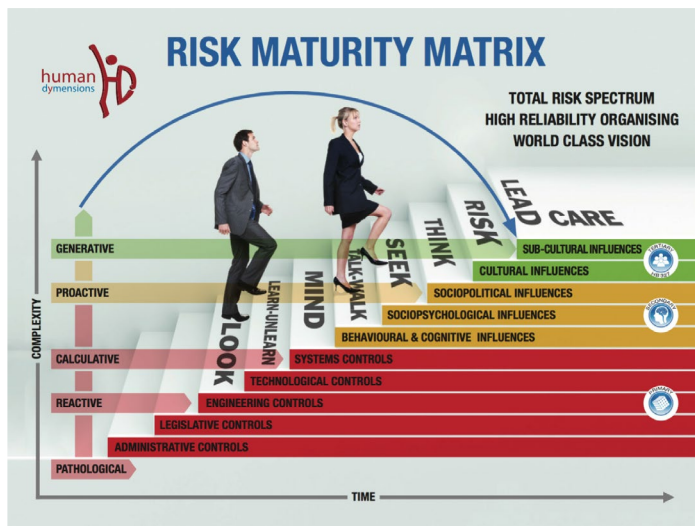


Figure 1. The Human Dymensions Risk Maturity Matrix

Presenters/Facilitators



Dr Robert Long

**Executive Director
Human Dymensions**

Rob is an accomplished author, presenter and educator. He is the founder of the discipline of The Social Psychology of Risk and is applies this Body of Knowledge to the risk, safety and security industries. Rob's work and pioneering perspective is highly sought after by organisations that seek to do more than just maintain compliance with systems. The work of Dr Long and Human Dymensions is delivered globally with a new office opened in Linz Austria in 2016. Rob has worked in building and construction, transport and logistics, risk and safety, education and training, community services, public service and corrections sectors. He has published five highly successful books on the social psychology of risk and publishes extensively on the Internet. Rob lives in Canberra and enjoys his spare time with grandchildren.



Craig Ashhurst

**Director
Niche Thinking**

Craig has been the Director of Niche Thinking since 1995 and has extensive experience working in large organisations in the private and public sectors. Craig started in the electronics industry and has worked in TV as a journalist, University special projects, strategic Commonwealth Government projects, mining, manufacturing and construction. Niche Thinking provides consultancy work with a focus on innovation, strategic thinking, facilitation, design and translation between different disciplines. Craig is completing his PhD at ANU in 'Wicked Problems'.



Andrew Thornhil

**Founder and Director
Integrated Risk Management**

Andrew is an experienced and engaging trainer with specialist qualifications and experience in the Social Psychology of Risk. Andrew completed his Graduate Certificate in the Social Psychology of Risk with Dr Long in 2015. He now applies this knowledge to there workplace where he has over 25 years' experience in risk, assurance and compliance consulting across construction, major projects, the public sector and community sectors. Andrew also holds qualifications in science, environmental law, safety, risk, training and auditing.

Andrew has particular expertise in the dynamics of cognitive dissonance, management and leadership discourse, the unconscious in communication and, organizational sensemaking. He helps organizations and leaders understand how investigations are biased and, how the social psychology of risk can assist the investigations process.



Gabrielle Carlton

**Director
Resilyence**

Gabrielle is the Director of Resilyence Pty Ltd and specialises in the social psychology of organizational holistic ergonomics. She has extensive experience across mining, construction, energy generation and distribution, government, rail and local councils. She has designed her own unique survey methodology Culture and Organisational Modelling in Risk (COMIR). COMIR is a diagnostic that helps organisations better manage risk holistically. Gabrielle holds a number of qualifications in Psychology, Social Psychology of Risk (Post Grad Diploma), Risk Management, NPL and Training.

Expected Outcomes

By the conclusion of the unit participants will:

1. Better understand themselves and the role and subjectivity of event and incident investigation.
2. Develop skills in causation sifting and understanding causation bias.
3. Learn about the foundations of social psychology and its contribution to event and incident investigation
4. Study the Danny Cheney case and what happens when investigations are distorted and unprofessional.
5. Develop skills in perception and defensiveness detection.
6. Learn skills of temperament type and engaging others in investigations.
7. Understand how culture impacts on events and investigation.
8. Develop effective questioning skills and interviewing techniques that support a social psychological approach to event investigation.
9. Be equipped with a range of Human Dimensions tools to better manage event and incident investigations.
10. Develop strategies to incorporate social psychological perspectives in report writing.



Format

The nature of the program is premised on the importance of discovery in learning. Therefore, the program includes discovery learning in the format and experiential learning strategy of the program. The program has a variety of input including: experiential learning, case studies, interactive activities, lecture, in-class practice, walks, micro-training exercises and reflections.

Deliverables

As part of the SEEK Program participants receive the following tools to assist with the development of event investigation skills, these are:

1. Training manual
2. Program thumb drive
3. A Temperament Indicator
4. SEEK Program Tools
 - Self Perception Tool
 - Temperament Listening Tool
 - Risk Maturity Matrix Tool
 - Conversation iCue Tool
 - Dialogue Dos and Don'ts Tool
 - Workspace, Headspace, Groupspace Tool
 - iThink Clock Tool
 - HD Quadrant Mapping Matrix
 - Your Talk Matters Tool
 - SEEK Tool
 - Culture Cloud Tool
 - Your Talk Matters Tool
 - Visual and Spatial Literacy Tool
 - CVF Tool
 - Learning Styles Tool
 - Open Question iCue Tool
 - Wicked problems Tool
 - Goal Setting Tools

Program Structure

Day 1

Session	Focus/Activity	Outcome/Tool
1	<ul style="list-style-type: none"> Introduction – Looking at the world through the lens of social psychology Review One Brain Three Minds & WALK_TALK Risk and safety comparative matrix of traditions and biases 	<ul style="list-style-type: none"> New perspectives on self, worldview and others What is Social Psychology and Psychosocial Perspectives about. Handouts. 1B3M Tool
2	<ul style="list-style-type: none"> Understanding self and others 	<ul style="list-style-type: none"> Majors 16 PTI McGinnis 'You've Got Personality'
3	<ul style="list-style-type: none"> Understanding self and others 	<ul style="list-style-type: none"> Workshop exercises MBTI Tools
Break		
4	<ul style="list-style-type: none"> Temperament Understanding 	<ul style="list-style-type: none"> Temperament listening class Temperament listening site walk Temperament Listening Tools
5	<ul style="list-style-type: none"> Debrief 	<ul style="list-style-type: none"> Skill development
Break		

Session	Focus/Activity	Outcome/Tool
6	<ul style="list-style-type: none"> Review - bias, subjectivity and learning disposition Learning styles 	<ul style="list-style-type: none"> Perspective – neither counselor nor detective Learning styles Learning Styles Tool
7	<ul style="list-style-type: none"> Understanding Workspace, Headspace and Groupspace Review conversation iCues 	<ul style="list-style-type: none"> Workshop observation exercises WS, HS, GS Tool
8	Close and review	



Program Structure

Day 2

Session	Focus/Activity	Outcome
1	<ul style="list-style-type: none"> • Maturity matrix 	<ul style="list-style-type: none"> • Risk Maturity Matrix Tool
2	<ul style="list-style-type: none"> • Understanding defensiveness and cultural patterns • Understanding motivation 	<ul style="list-style-type: none"> • Interpreting filters and scripts that limit investigation – culture and climate • Understanding assumptions and limitations
3	<ul style="list-style-type: none"> • Transactional Analysis • Open questions, effective questioning skills • Disclosure and confidentiality • Telling you what you want to hear 	<ul style="list-style-type: none"> • Temperament tool • Perception tool practice • Open Question iCue • Your Talk Matters Tool • Dialogue Dos and Don'ts Tool
Break		
4	<ul style="list-style-type: none"> • First on the scene, what to do. • Checklist bias • Case studies and complexity • The Danny Cheney presentation 	<ul style="list-style-type: none"> • Danny Cheney Case Study • How all strategies are biased • Choice of bias and ethical trajectory

Session	Focus/Activity	Outcome
5	<ul style="list-style-type: none"> • Interview techniques 	<ul style="list-style-type: none"> • Video Exercise 1
6	<ul style="list-style-type: none"> • Unconditional Positive Regard • Suspending agenda 	<ul style="list-style-type: none"> • Orientation and perspective practice • Detecting style and approach
Break		
7	<ul style="list-style-type: none"> • Video review 	<ul style="list-style-type: none"> • Strategy formation and hidden methods
8	<ul style="list-style-type: none"> • The nature of events, emergence and wicked problems 	<ul style="list-style-type: none"> • Dekker case study and introduction to wicked problems • Wicked Problems Tool
9	Close and Implementation	



Program Structure

Day 3

Session	Focus/Activity	Outcome
1	<ul style="list-style-type: none"> Biases and affects, a social psychological understanding of decision making 	<ul style="list-style-type: none"> Genovese Effect Obedience Stanford Experiment
2	<ul style="list-style-type: none"> Visual, verbal, spacial, text (discourse) and unconscious literacies Understanding competing values 	<ul style="list-style-type: none"> Camera still pic exercise Visual Spacial Literacy Tool Culture/Social Psychology Audit Tool
3	<ul style="list-style-type: none"> Picture Review Listening and observing bias Response exercise 	<ul style="list-style-type: none"> Review Framing The language and discourse of investigation
Break		
4	<ul style="list-style-type: none"> Critical Thinking 	<ul style="list-style-type: none"> iThink Tool
5	<ul style="list-style-type: none"> Critical Thinking SWOT Mapping Understanding Goal Setting 	<ul style="list-style-type: none"> iThink Exercise Goal Setting Tools
Break		
6	<ul style="list-style-type: none"> Causal Loop Mapping 	<ul style="list-style-type: none"> Causal Loop Mapping Exercises Understanding Wickedity
7	<ul style="list-style-type: none"> SEEK iCues Thinking and Writing in the Social Psychology of Risk 	<ul style="list-style-type: none"> Application of the Social Psychology of Risk to Investigations
8	Close	

Figure 2. Causal Loop Mapping

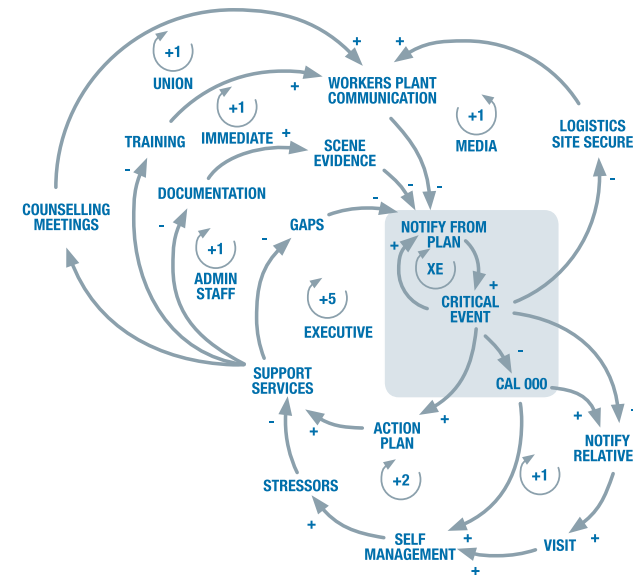
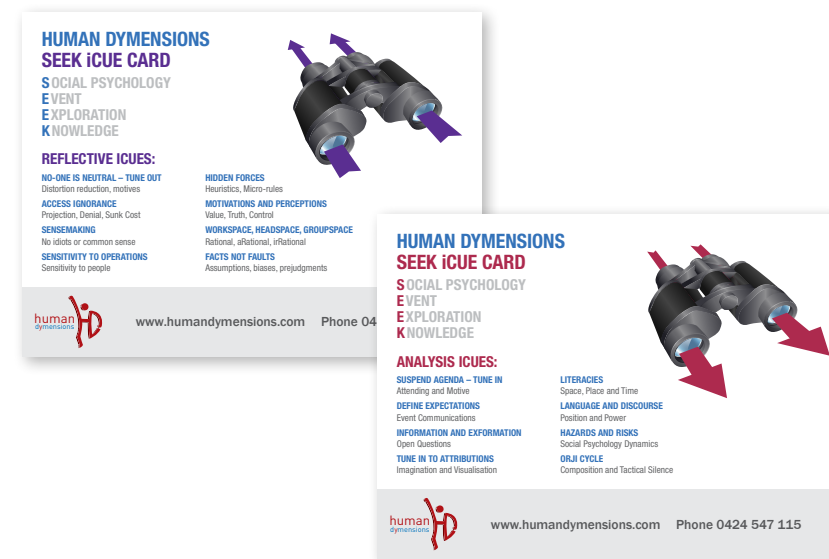
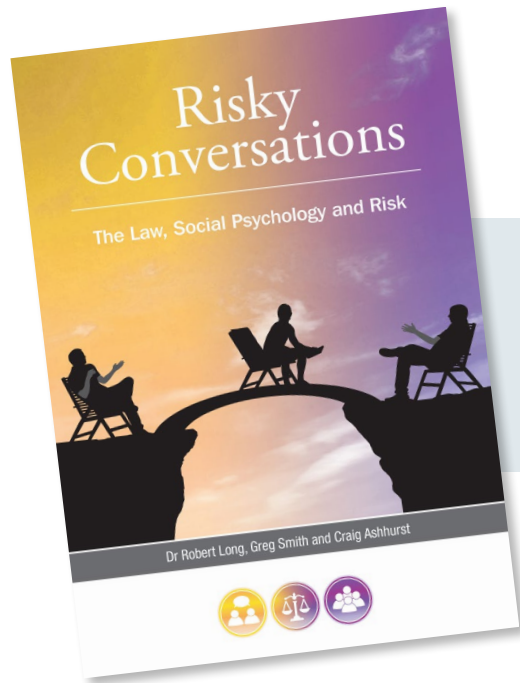


Figure 3. The Human Dymensions SEEK iCUE Tool





Participants will be provided with a copy of the latest book *“Risky Conversations”*

All participants will receive a Certificate from the Centre for Leadership and Learning in Risk for the workshop.



Cost & Bookings

Cost: \$1650.00