



Business Insight Series – Chapter 8

Lessons in Culture Change – HR Risk Management Strategies

Why workplace culture change?

- Helps manage risk
- Promotes a safe working environment
- Reduces legal claims



Toyota will cease manufacturing cars in Australia in 2017. Photo: Reuters

What is culture change?



Aggressive/defensive (blame) Culture

v

Reporting Culture



Characteristics of Blame Culture

- Services approach
- Name
- Shame
- Remove the problem



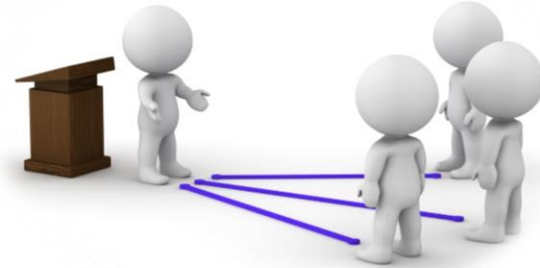
Characteristics of reporting culture

- People approach
- Address issues
- Support affected staff
- Remove underlying causes, not just the effects



How to change culture

- Strategy



- No 1 most used strategy to improve culture is....

Communication!

How to change culture

- Method
- Risk assessment
 - Checklists/questionnaires
 - Brainstorming and workshops
 - Inspections and audits
 - Hazard/risk analysis (identify key dependencies)
 - SWOT analysis



Risk management

- Everyone's role
- Share risk information to enhance awareness
- Communicate
- Train



Steps to a reporting culture

- Start at the top (bosses)
- Review management behaviour and toleration for those
- Help those most vulnerable
- Become familiar with workplace policies on EEO, OSH, Equity and Diversity Practices
- Prepare a comprehensive policy

Resources

- Consultation and Co-operation in the Workplace
- Fair Work - Best Practice Guides

<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/best-practice-guides/consultation-and-cooperation-in-the-workplace>

Questions & Discussion

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COMMERCIAL PRACTICE

- Commercial contracts
- Dispute resolution and litigation
- Insurance and risk management
- Commercial property
- Insolvency and debt collection
- Employment
- Guarantees and securities



THANK YOU

Business Insight Series – Chapter 9

Steps to Successful Business Strategies

On Wednesday 16 March 2016