

Learning to let go – *insight to impact*

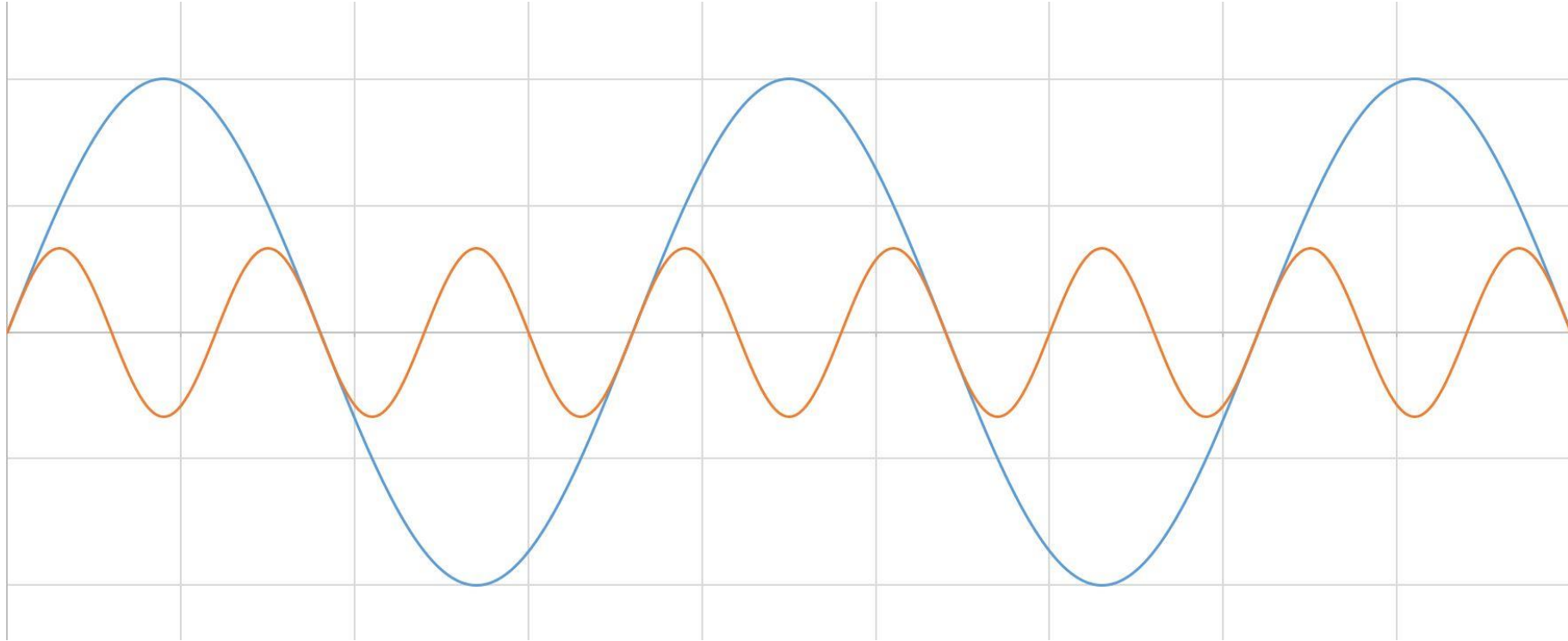
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Electricity Engineers' Association



GOOD LEADERSHIP IS ABOUT WHAT YOU...
....THINK...SAY...DO.

**“
Safety is more than the absence of
harm...it's also the presence of capacity
”**



Ask different questions

Design questions to explore the (positive and negative) impact of the workplace capacities that drive performance:

- Tools, resources and equipment
- Strategies and methods
- Work environment
- Capability

Ask different questions

- What makes this job harder than it needs to be?
- What are you most proud of in the last month?
- If you had \$50,000 to invest to make this a better place to work, how would you invest it?
- Which day last week was our performance the best?
- With what you know now, what would you've told yourself on your first day?

Insight to Action

What to capture from the conversation	What to do with the information you get
Good practice: —————→ New ways of working that people have come up with that are safe and productive.	Keep, spread and enhance.
Dependencies: —————→ What do people need or rely on to be able to do their jobs safely and productively.	Invest to ensure required resources are available.
Sensitivities: —————→ Unexpected things or surprises that people need to adapt to.	Push up the line for improved planning so people don't have to deal with it on the day.
Frustrations: —————→ People need things they can't get – so they are forced to adapt and use 'work-arounds'.	Fix, or disrupt the practice.

“

e aha te kai o te rangatira, he kōrero

”

The food of the chiefs is discussion