

THE BUSINESS OF EXCELLENCE

Key messages:

- Outstanding performance is not about 'individual stars' – you choose to be a great team
- It's a function of organisational culture, embedded behaviours and disciplined processes
- It's too complex to 'systemise the risk out' – solution is a more holistic culture of safety

Team Dynamic:

- Team players are committed, make sacrifices
- Leads to synergy and great results – true of all high performance teams
- You can choose to commit and make sacrifices
- Happens when team goals aligned with personal goals

Organisational Risk Factors

- Regulation, mutual supervision, recurrent training and assessment
- Simulation – exercise the stress of decision-making in low-risk environments

Standard Operating Procedures

- Define default best practice
- Multiple levels – each level consistent with the one above

Execution

- Contingency planning – think Plan B
- Debriefing – single most powerful performance and safety tool

Leadership

- Only leadership will make any of this happen
- People form an opinion of you as a leader based on WHAT YOU DO
- You get the behavior you train for; you get the behavior you reward