ECA

European Cockpit Association

Inspiring Aviation

Positive Organizational Culture in Aviation

FLIGHT SAFETY FOUNDATION

Positive Organisational Culture

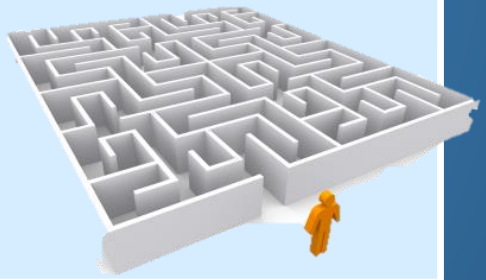
…Why do we need to move beyond Safety Culture to Organisational Culture ?

PARIS, FRANCE 76TH ANNUAL IASS 2023 INTERNATIONAL AVIATION SAFETY SUMMIT

FLIGHT SAFETY FOUNDATION

- “Just Culture” as an “ACCOUNTABILITY MATRIX”
- Seen as a regulatory requirement, limited to the “operational side”
- … is it credible if similar values are not reflected within the wider organisation?

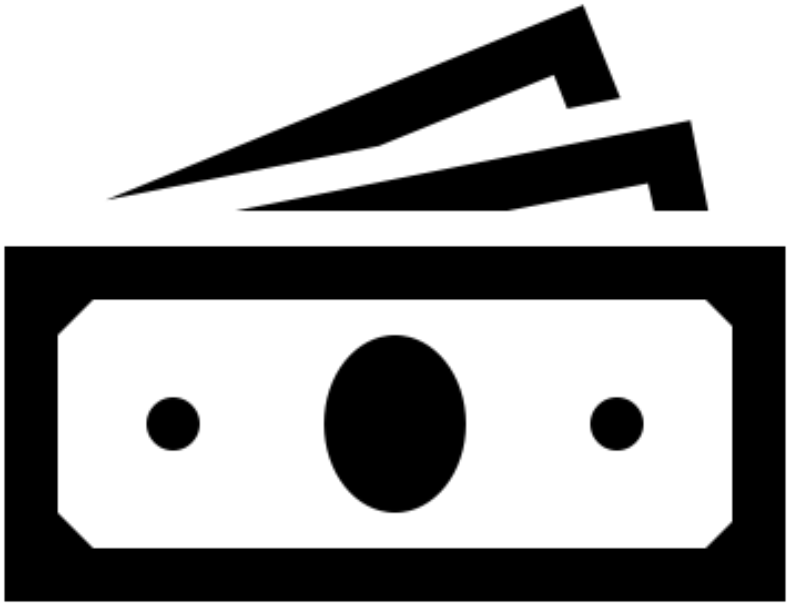
(NOT) GUILTY?



STUDIES SHOW that

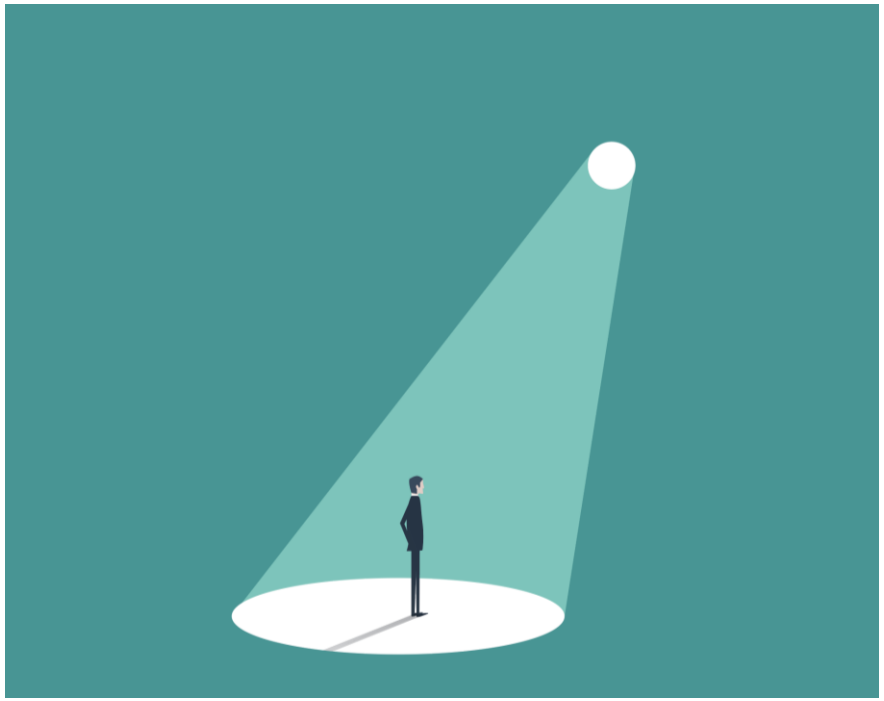
Organizations (airlines) that have a culture tailored to their needs tend to be more economically successful.

Money



Talent

Are we really good at attracting and retaining talent?

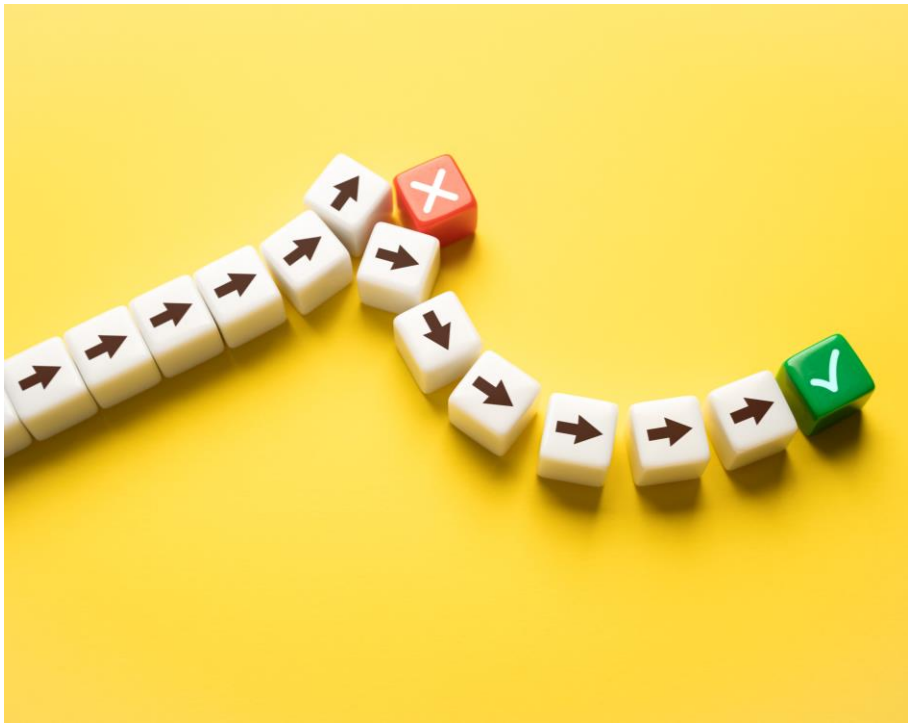


PARIS, FRANCE 76TH ANNUAL IASS 2023 INTERNATIONAL AVIATION SAFETY SUMMIT

FLIGHT SAFETY FOUNDATION

We need to build the trust in good times to use it in bad times… The next crisis will come…

Resillience



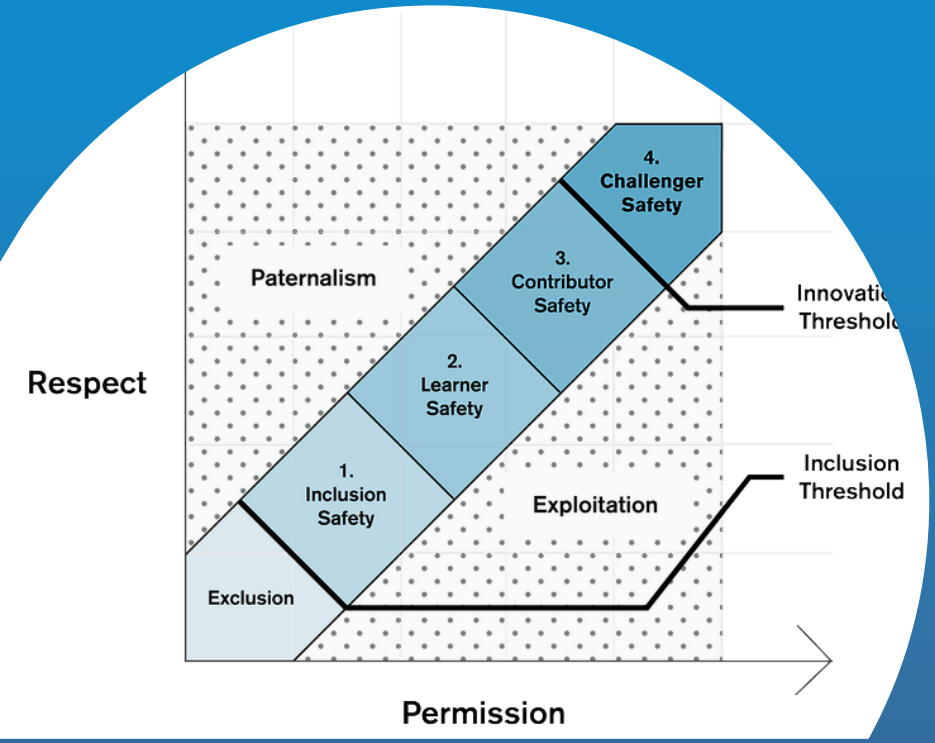
PARIS, FRANCE 76TH ANNUAL IASS 2023 INTERNATIONAL AVIATION SAFETY SUMMIT

FLIGHT SAFETY FOUNDATION

“A Culture where an organisation actively creates an environment where motivation and safety-conscious behaviour occur as a natural consequence of a psychologically safe work environment, where staff feel included, trusted, are empowered to and willingly show discretionary effort in order to lead the organization to success.”

Definition

1. Psychological Safe Environment



"Shared belief that the team is safe for interpersonal risk taking. In psychologically safe teams, team members feel accepted and respected"

(Edmondson)

Psychological safety is NOT about fluffy pink unicorns…

Psychological safety is about embracing and seeking difficult conversations !

PARIS, FRANCE 76TH ANNUAL IASS 2023 INTERNATIONAL AVIATION SAFETY SUMMIT

FLIGHT SAFETY FOUNDATION

2. Credible values

What are your values as an organization?

Are they credible to your people?

Or are they mere slogans?

3. Transparent Communication

Transparently,
unambiguously,
openly and… often

Communications happen in a lot of settings and situations, not just emails and memos!

Beware of mixed messages…

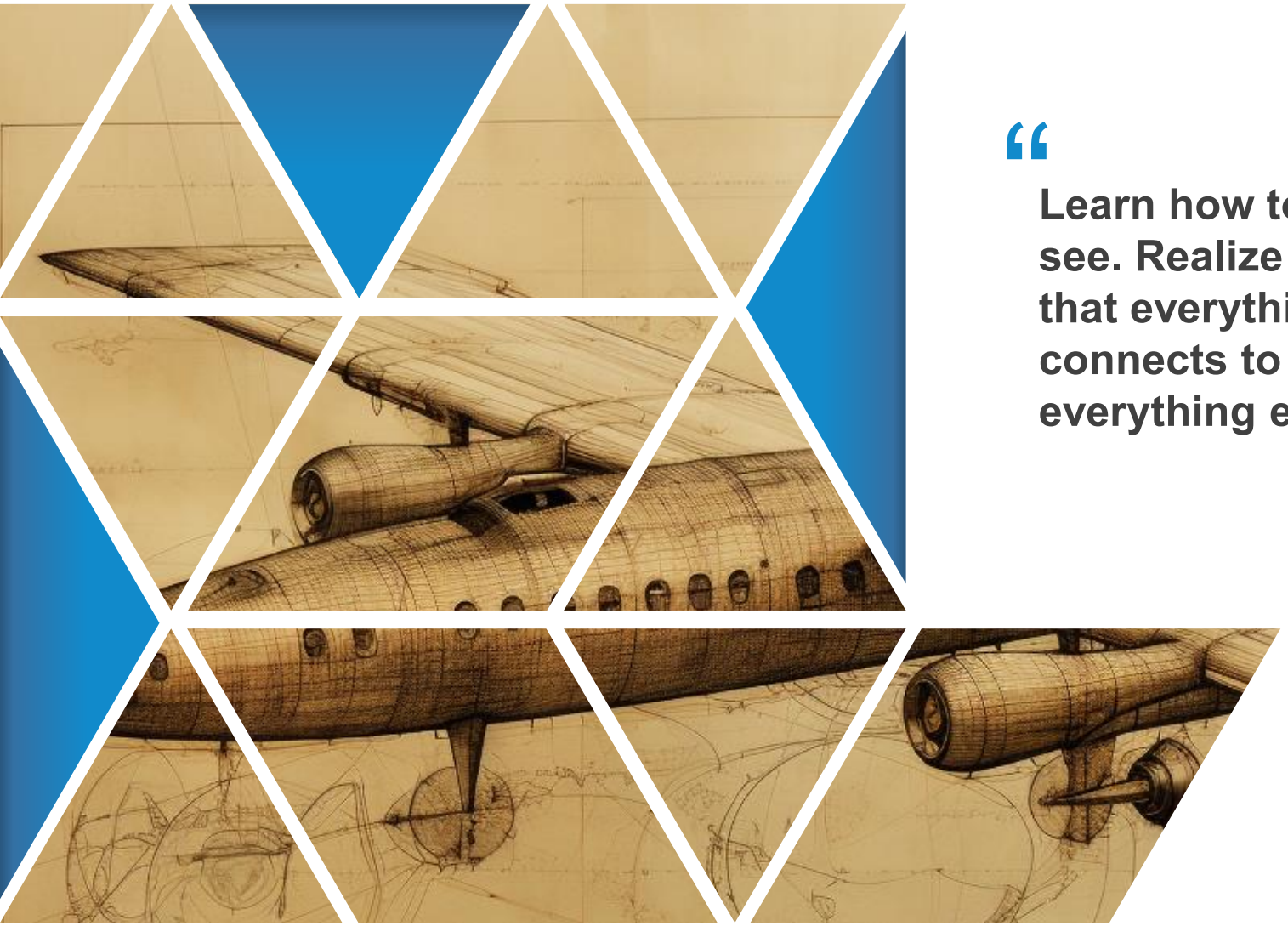
PARIS, FRANCE 76TH ANNUAL IASS 2023 INTERNATIONAL AVIATION SAFETY SUMMIT

FLIGHT SAFETY FOUNDATION

4. Basic employment relationship

The employment contract is the first basic foundation of the relationship between the employee and the organisation.

Transparent and balanced employment conditions (as related to the basic contract) are an absolute requirement.



Text title

> Learn how to see. Realize that everything connects to everything else.

Find more info on our paper

PARIS, FRANCE 76TH ANNUAL IASS 2023 INTERNATIONAL AVIATION SAFETY SUMMIT

FLIGHT SAFETY FOUNDATION

ECA

European Cockpit Association

Thank you