

The Benefits of Diversity for a SMS

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VS



Factors [SA]

A U S T R A L I A


The Benefits of Diversity for a SMS

“Future of Human Factors requires a transition from seeing safety as an absence of negatives to seeing the capacity to make things go right. It requires moving from seeing people as a problem to control to seeing people as the key to safety.”

Dekker, 2015

- Diverse groups of people –by gender, age and culture – will only serve to enhance such safety.
- The call for diversity is a call for a safer Safety Management System.

The Psychology of Diversity

- How the brain works
 - We think in categories
 - We are wired to connect and disconnect
 - Why Diversity
- 

The Brain

- We don't see reality, we see patterns
- We interpret the world by what we have been exposed to



Read the colour

RED

GREEN

BLUE

YELLOW

PINK

ORANGE

BLUE

GREEN

BLUE

WHITE

GREEN

YELLOW

ORANGE

BLUE

WHITE

BROWN

RED

BLUE

YELLOW

GREEN

PINK

YELLOW

GREEN

BLUE

RED

Stroop Effect

YELLOW BLUE ORANGE

BLACK RED GREEN

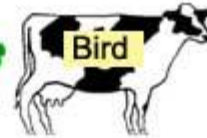
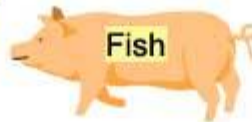
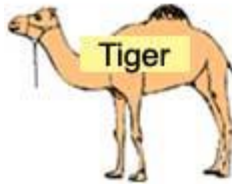
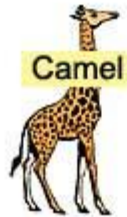
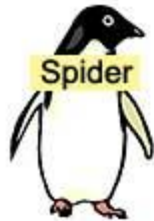
PURPLE YELLOW RED

ORANGE GREEN BLUE

BLUE RED PURPLE

YELLOW RED GREEN

Name the Picture



Implicit Associations Test

Your data suggest little or no association between Female and Male with Science and Humanities.

Your data suggest little to no automatic preference between Thin People and Fat People.

Your data suggest little to no automatic preference between Straight People and Gay People.



Female Pilots



Male Pilots



“Viagra can make you colour
blind”

Sunday Mail, 4 Nov 2018

Shouting in an Echo Chamber –Moral Foundations Theory

- *Care*: cherishing and protecting other
- *Fairness or proportionality*: rendering justice according to shared rules;
- *Loyalty or ingroup*: standing with your group, family, nation
- *Authority or respect*: submitting to tradition and legitimate authority
- *Sanctity or purity*: abhorrence for disgusting things, foods, actions

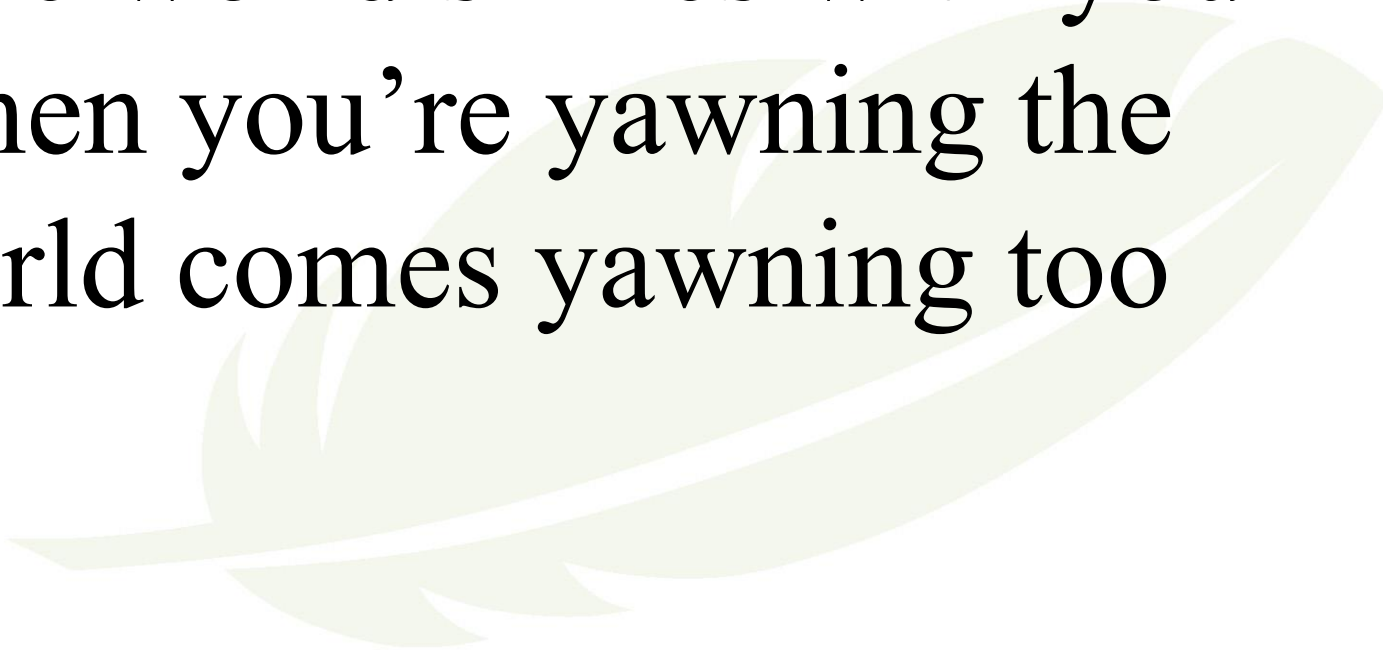
Wired to Connect

- The brain is sociable
- Our social interactions **re-shape** our brain



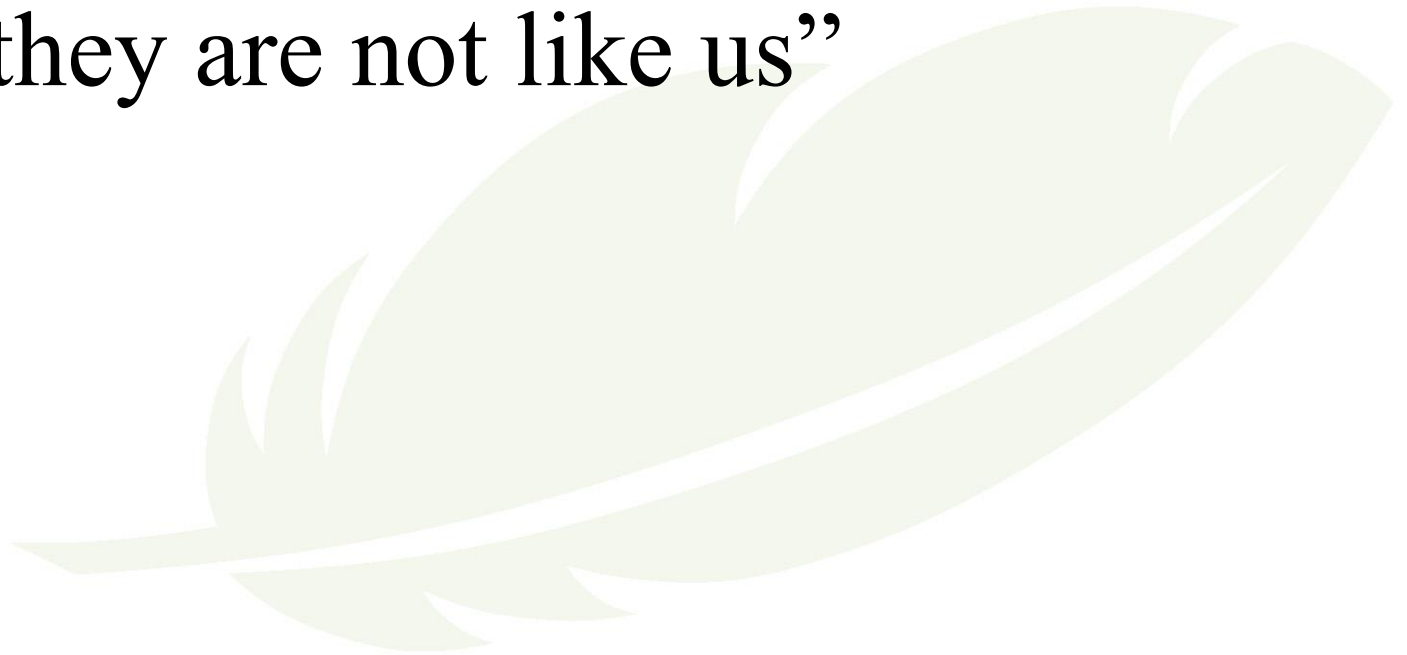
Mirror Neurons

When you're smiling the
whole world smiles with you
When you're yawning the
world comes yawning too



Implications

- Stereotypes get in the way
- We can easily move from empathy to “they are not like us”

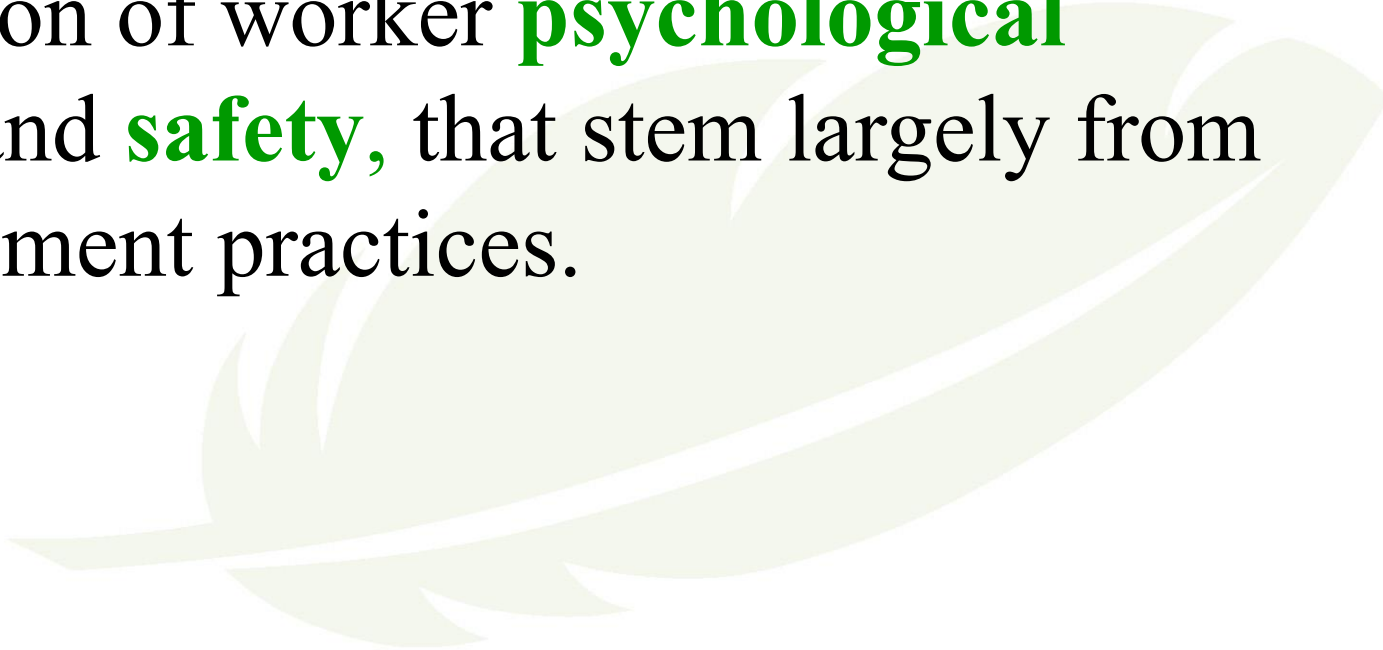


Psycho-social Safety



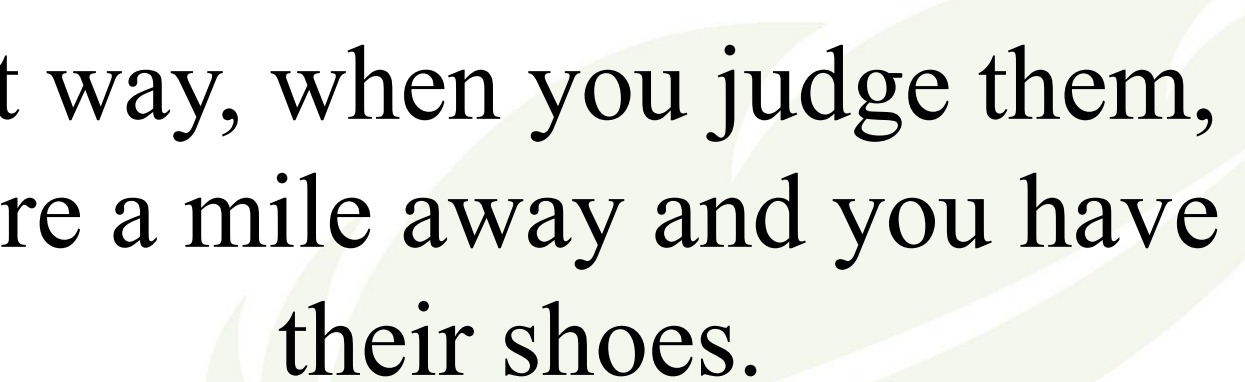
Psycho-social Safety

Shared perceptions of organisational policies, practices and procedures for the protection of worker **psychological** health and **safety**, that stem largely from management practices.



Diversity

Before you judge someone, you should walk a mile in their shoes. That way, when you judge them, you're a mile away and you have their shoes.



Diversity

- Cognitive Diversity
- Identity Diversity

“If I want to succeed in guiding a human being...I must find them where they are... to help a person, I must of course understand more than they do, but above all I must understand what they understand”

Kierkegaard

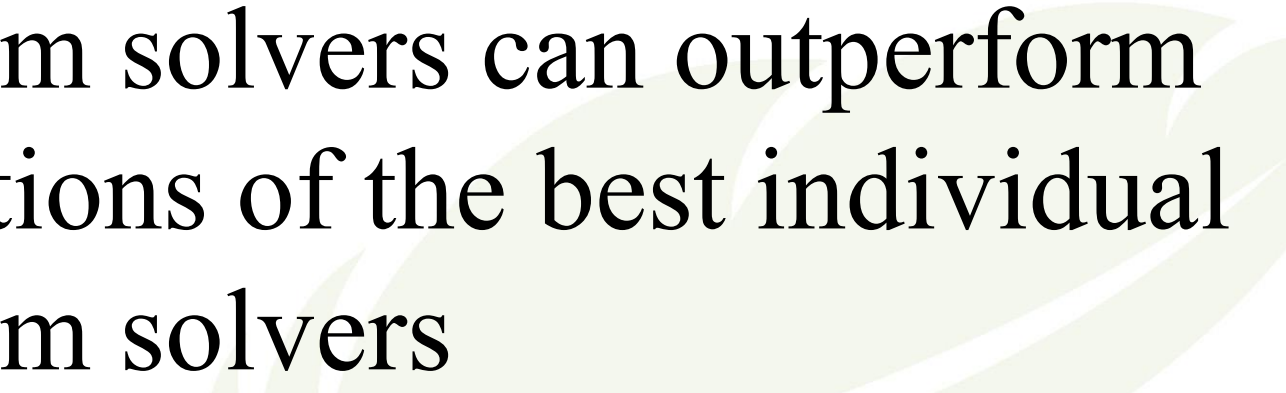
Benefits of Diversity

Diversity trumps homogeneity –
Collections of people with diverse perspectives and heuristics outperform collections of people who rely on homogeneous perspectives and heuristics

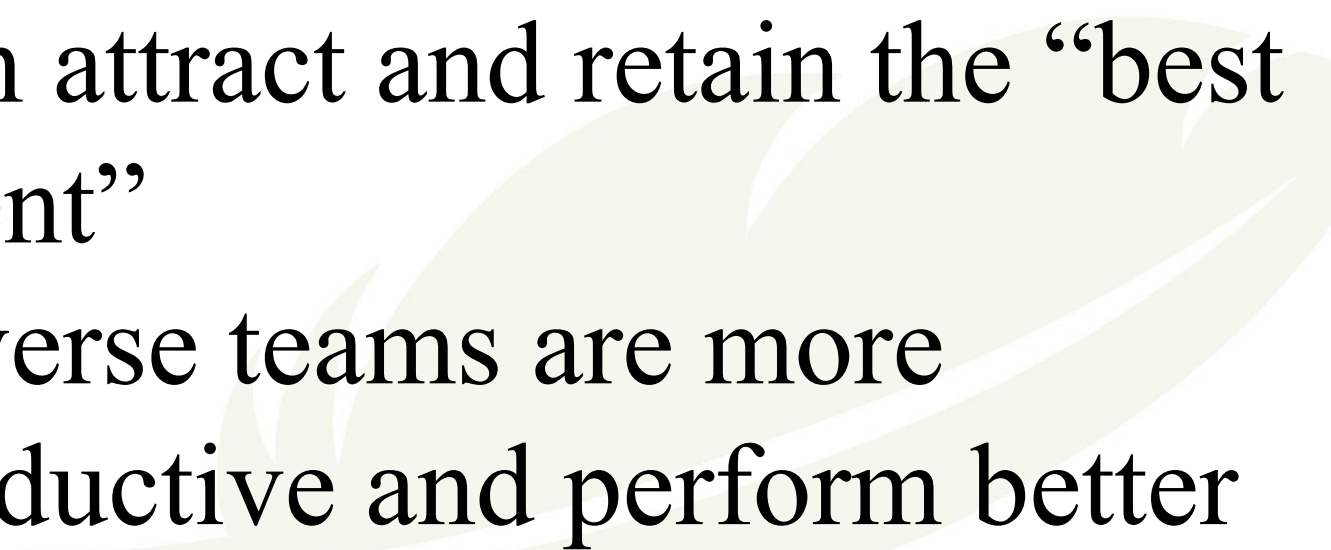
Benefits of Diversity

Diversity trumps ability –

Random collections of intelligent problem solvers can outperform collections of the best individual problem solvers



Benefits of Diversity

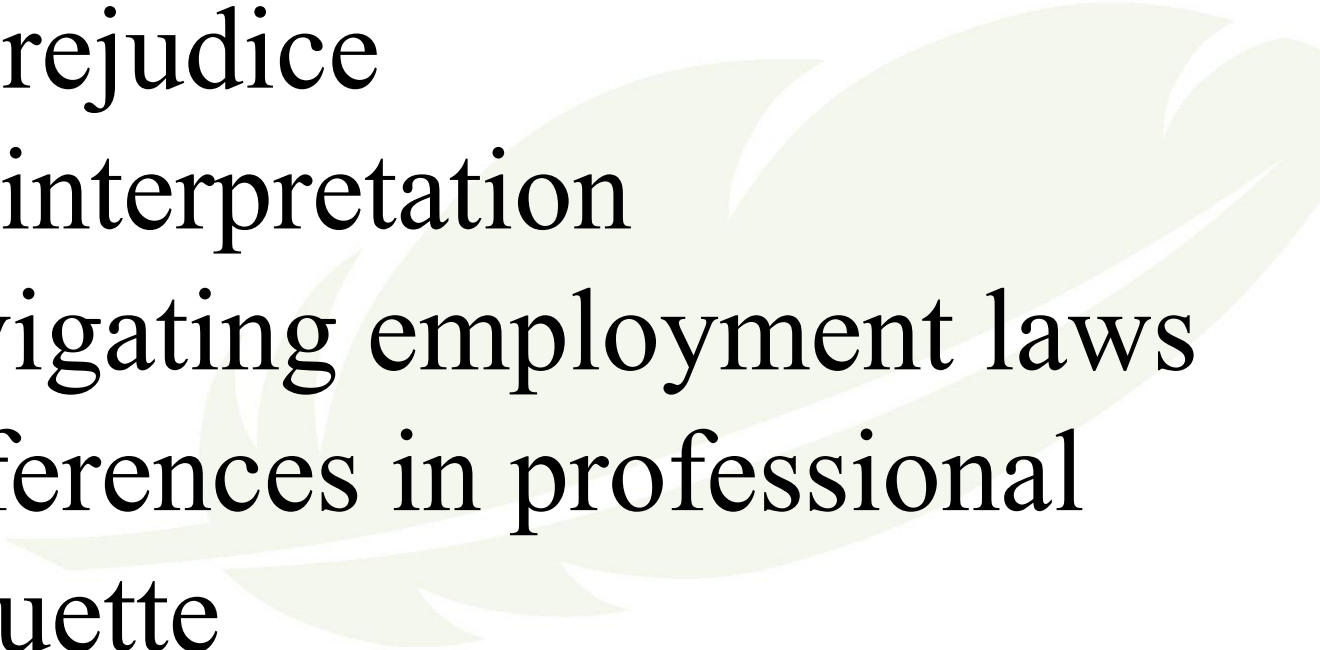
- Can inspire creativity and drive innovation
 - Can attract and retain the “best talent”
 - Diverse teams are more productive and perform better
- 
- A decorative graphic of several overlapping green leaves is positioned in the lower right quadrant of the slide, partially behind the text of the third bullet point.

Mars One – Age, Gender, Cultural Diversity

- “The hard skills are the soft skills”
- Culture is the “software of the mind” (Hofstede)
- Multicultural Personality Questionnaire (MPQ) – Cultural Empathy, Open-mindedness, Social Initiative, Emotional Stability, Flexibility
- Strengths at any age
- Collective intelligence rises in diverse gendered groups



Challenges of Diversity

- Ensuring that everyone is heard
 - Integration is difficult in face of prejudice
 - Misinterpretation
 - Navigating employment laws
 - Differences in professional etiquette
- 

Challenges of Diversity

- Conflict can be highly beneficial if it is carried out respectfully, without contempt
- Rudeness impairs cognition and task performance

Pearson & Porath, 2009

PC = Professional Correctness

- Being aware of own biases
- Non-judgement of others' biases



Diversity

Often the younger aircrew knew something that the older aircrew didn't

Often the less experienced aircrew knew something the more experienced aircrew didn't

Often the groundcrew knew something that the aircrew didn't

Often the backend crew knew something that the frontend didn't

Often the one who knew the answer wasn't asked

Often the one who knew the answer didn't speak up

Often the one who knew the answer did speak up and wasn't listened to

Often the one who knew the answer did speak up and was listened to and was subsequently ignored

People assume that qualifications and background equal knowledge and judgement

People assume that knowledge is area and person specific

Make no assumptions about what people can contribute

Remain blind to age, experience, gender, sexuality, culture, qualifications and area of expertise

Never forget that ego, pride and prejudice can kill

KINDERGARTEN

Rules and Expectations

We will arrive rested and ready to learn everyday!

We will follow directions the first time they are given.

We will treat others with kindness!

We will keep our hands, feet, and bodies to ourselves.

We will use good manners like "Please" and "Thank You!"

We will use inside voices and walking feet in the classroom.

We will apologize!

We will share!

We will have

FUN!



Questions / Thoughts



References

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