



Human Dymensions Quarterly Newsletter

Culture, Learning and Risk

www.humandymensions.com



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IN OTHER NEWS

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Presentations and Dates

Before we get into the contents of this Newsletter, here are some dates if you want to catch Dr Long at a public presentation.

Book Launch Melbourne 21 May

ACU will be launching Rob's third book Real Risk, Human Discerning and Risk at 4.30-7pm on 21 May

ACU Library (Ground Floor) 155 Victoria Parade, Fitzroy

(attendees receive a signed complementary copy of the book)

RSVP - Brad.Markham@acu.edu.au

Sydney - Safety Psychology in Practice Keynote and Workshop 28 May

Opening Keynote - Social Psychology and Trends in Safety

Evening Workshop - Strategic Thinking and the Unconscious

Contacts - <http://improvingsafetypsychology.com/overview/>

Perth Public Presentations 19 June

Business Breakfast HR Hub

Presentation - Implicit Knowledge and Risk

Limited places

Contact - info@mckaylegalwa.com.au

Perth Evening Workshop and Book Launch 3-8 pm

Presentation - The Humanisation of Safety, the Psychology of Risk

Limited places

Sponsor SIWA contact - gavin.waugh@siwa.org.au

OHSIG Conference Auckland 10-12 September

<http://www.ohsig.org.nz/programme/ohsig-conference-2014/>

Keynoter Presentation and Workshop

Goals Setting and Motivation in Safety, The Dilemma of Absolutes

Europe Tour (Tentative) 8-12 December

Arrangements in discussion, if you want to know more please contact admin@humandymensions.com



Are you Risk intelligent?

YOU ARE INVITED... to help us celebrate the launch of Risk Pioneer and ACU Honorary Fellow Dr. Robert Long's third book, Real Risk: Human Discerning and Risk.

Creator of Australia's only Psychology of Risk qualification, Dr Long's expert seminar series will be the first book on the subject and will explore his thought leading perspective on Risk in Melbourne on May 21st.

What's risk really all about?
How do we manage uncertainty?
What can we do about the choices people make?
Why do people take risks?



These seminars will feature a complimentary copy of your book. Real Risk: Human Discerning and Risk will be on sale.

When: 4.30 - 7pm, Wednesday 21 May, 2014
Where: ACU Library (Ground Floor) 155 Victoria Parade, Fitzroy, VIC, 3065
What: Book launch presentation by Dr Long, video and items
Cost: Free

Click here to register: <http://www.acu.edu.au/real-risk>



WANT TO KNOW MORE?
Dr Robert Long, creator and presenter of Melbourne's Certificate in Psychology of Risk, has published his new risk manual for us some time ago. It explains our system of his unique approach to Risk.

Where was the Cat???



For all those who agonized in the previous email regarding the cat, here is the solution. Unless you viewed a high res image, you may have missed it.

If you want to test your perception further and find more cats, try here: <http://www.barnorama.com/find-a-cat-giant-collection-of-find-a-cat-pictures/>

Post Graduate Program News

Both groups are progressing well through the program with the first group set to graduate with the first Graduate Certificate in the Psychology of Risk in Australia in August.

Want to attend but not do the assessment? Several people have attended the program in selective units and received a certificate of attendance. If this interests you contact **Brad Markham** at the University.

If you are interested in enrolling for 2015 please contact **Brad Markham** at the University.



Getting involved in the experiential learning activity PolisTown

Gathering together after another experiential learning walk on how spacial and visual intelligence helps communication to the unconscious.

Selection From Student Essay - James Ellis

As part of the Post Grad Program students present essays and other forms of assessment and the following is an extract from the work of James Ellis. James wrote a classy essay on Keick's concept of 'Collective Mindfulness'. Here is brief excerpt.

Sample

Ubiquitous admonitions to 'Be Safe', 'Think Safety' or 'Safety First' have poor utility in helping us to understand, or engage with, risk or safety. Such a common approach is an example of an oversimplification that assumes we simply need to tell or remind each other to be safe. As an alternative, reluctance to simplify, the second characteristic of Weick's construct, offers a pathway that is more helpful by encouraging people to interact with uncertainty by asking the question "Have you noticed anything out of the ordinary?" and then praising them for both noticing and sharing observed

deviations from what was expected. Weick's construct asserts that we should "raise doubts to raise information". For example, Weick alerts us to the influence of confirmation bias on our expectations.

Understanding that we actively seek out evidence that confirms our expectations and avoid evidence that disconfirms them is important to remember because it enhances our understanding of how we can be tempted to rationalise away the risk posed by unexpected events. It follows therefore, that understanding confirmation bias assists us to be wary of it. Being collectively mindful in this way allows us to value, and take advantage of, the fleeting moment of clarity we experience just after noticing a deviation from expectations. This knowledge is helpful because all of us face an ongoing struggle for alertness because we face an ongoing preference for information that confirms what we know.

Expectations by confirmation create blind spots, so even though the test burn revealed new data, oversimplification often prevails, with a catastrophic result. So understanding confirmation bias and wariness of oversimplifications helps us to learn that blind spots exist which in turn is helpful in understanding why we miss signals that compromise the assessment of risk.

How Does Self Delusion Work?



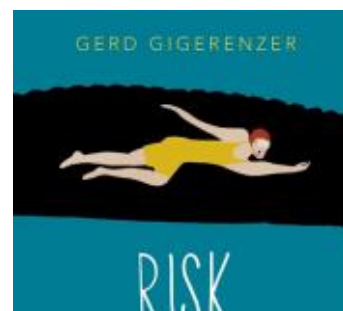
Heidler (*Scientific American Mind* April 2014) writes a great piece called 'Honest Liars, How the Brain Leads us to Believe False Truths'. The paper helps explain that sometimes people don't think they are lying because they believe their own lies! This is because we construct (confabulate) our own sense of what is real. Have you ever recalled an experience that was shared with others and as you hear them retell the story wonder why it was nothing like yours?

Research shows (p.43) that varying brain stressors trigger confabulation. This stimulates certain chemical reactions in the prefrontal cortex and this in turn contributes to the distortion of reality. This is accentuated especially when there is a crisis and stressors are extreme. You can research more in *The Confabulating Mind: How the Brain Creates Reality* by Armin Schneider.

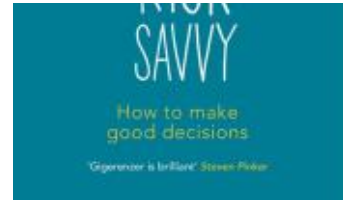
Risk Savvy, How to Make Good Decisions

For those who liked Dylan Evan's work on *Risk Intelligence*, here is another beauty by Gerd Gigerenzer. Gigerenzer explains the way we really make decisions and why we need to understand much more about how decision making is influenced by social and psychological arrangements. It's just too simple to call others 'stupid' when we don't understand what they do. Gigerenzer explains the fundamentals of the social psychology of judgment about risk and gives some great tips on how to influence better decision making.

Chapter 6 on Leadership and Intuition is particularly helpful



and helps explain such things as the power of 'gut' decisions, trusting intuition, the importance of imagination and creativity for vision and leadership and, provides a 'leadership toolbox' to improve influence and strategic thinking.



Human Dymensions TOOLS

DIALOGUE DOs		DIALOGUE DON'Ts	
LISTENING Active orientation, 'abandoning', suspend agenda	PEOPLE-CENTRED Humble inquiry, learning, bias consciousness	TELLING Control, spoon feed, dumb down	MISDIRECTION Negative anchoring, non-disclosure
KNOW YOUR AUDIENCE Respect, rapport, relationship	OPEN QUESTIONS Seek a sequence, discover story, reframe	INTERRUPT Prioritize own agenda	BLAME Sunk cost, ego, binary oppositions
ESTABLISH UNDERSTANDING Reflect, feedback, mirror	CLEAR LANGUAGE Eye contact, body language, trajectory	TRIANGULATION Gossip, projection, secrets	HIDDEN AGENDA Baiting, leading questions
CREATE SPACE Time in, take time, trust	KNOW POWER Tolerance, practice presence, negotiate	BUSINESS Rush, impatience, transference	MICRO-MANAGE Fear, policing, shove
HELP-SUPPORT Homework, research, context	HEURISTICS Minds 1&2, arbitrary, trade offs	BLUFF Deflect, attribution, spin	INCONGRUENCE Technique, therapist, fixing

All **Human Dymensions Services and Programs** are supported by tools and aids to assist skill development and capability. The **Dialogue Do's and Don'ts** card (above) is a typical example of a helpful tool to improve workplace conversation and support. Of course, the tool is not a great use without the training that supports it so, if you are interested in a sample of a program, overview, outline or tools to improve risk perception, risk intelligence or supervision/leadership please contact: admin@humandymensions.com.

New Videos On Line



There are 20 videos up on the [Human Dymensions Vimeo site](#) with a few being added recently on:

- Human Dymensions Services and Programs.
- The Due Diligence Program.
- Select videos from the Post Graduate Program on thinking and articulating ideas.

The videos are free to download and view as are some [papers](#) also available on the website.

Bulk Book Deals

A number of people and organisations have recently purchased bulk copies of Dr Long's books for workshops and training in organisations. If this interests you there is a 20% discount on multiple sales and savings available on bulk postage. Contact admin@humandymensions.com if this is of interest.

Contacts

If anything from this Newsletter has been of interest, please make contact at: admin@humandymensions.com

or visit the website: www.humandymensions.com

[Dr Long's Blog](#)

Preception Competition - How Many Cats?