



Lesson Plan

Understanding People to Improve Safety

Session Overview

This session explores how understanding human behaviour and psychology helps create safer, more connected workplaces.

Participants will learn how trust, communication, motivation, and emotional intelligence influence decision-making and risk perception.

The focus is on moving from compliance-based approaches to people-centred safety – where leaders use empathy and connection to create stronger safety cultures.

What we'll cover:

- How to translate safety outcomes into business impact and language leaders understand
- The difference between reporting safety and selling safety – shifting from compliance to influence
- Identifying metrics that matter – lead, lag, and business performance measures
- How to build and present a credible business case for safety initiatives
- Turning data into a story that drives decisions and action

INSHPO Alignment: Domain E – Human & Social Sciences

Capability Level: Level 2 (Routine Application) → Level 3 (Comprehensive Application)

INSHPO Domain E – Human & Social Sciences

Capabilities developed through this session:

- Understanding human behaviour in safety contexts
- Building and maintaining positive safety culture
- Applying psychological and social science principles to practice
- Engaging and motivating teams through effective communication
- Recognising and addressing psychosocial risks

Learning Outcomes

INSHPO Knowledge Area	Learning Outcome	Capability Level
Human Behaviour & Error	Describe how perception, fatigue, and cognitive bias affect risk decisions.	Awareness → Application
Psychological Safety	Identify behaviours that create or erode trust and openness at work.	Application → Integration
Communication & Influence	Apply techniques to engage others and encourage safe conversations.	Application
Culture & Motivation	Explain how leadership behaviours shape safety culture and morale.	Application
Wellbeing & Connection	Recognise early signs of psychosocial stress and promote healthy communication.	Awareness → Application