

OVERVIEW OF THE MOSH BEHAVIOUR CHANGE PROCESS



CHAMBER OF MINES
of South Africa

EXISTING MENTAL MODEL

- Perceived operational barriers
- Poor understanding of risk and controls
- Knowledge gaps
- Misperceptions

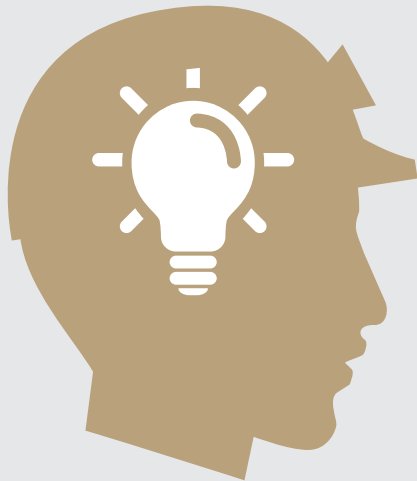
MISPLACED RESISTANCE

DIRECT ENQUIRY PROCESS

(Scoped conversation between supervisor and employee)



ANALYSIS of direct enquiry responses to establish prevailing mental model



Sound theoretical and applied foundation:

- Expert model of risk situation
- Established behaviour science

COMPARE with expert model and behaviour science to identify communication and leadership gaps and needs

Behavioural communication plan to create better understanding of:

- The risks in the workplace
- Required controls to mitigate risk
- Requirements for sustainable adoption of the leading practice

IMPROVE RISK COMMUNICATION

Leadership behavioural plan to address:

- Training needs
- Key behavioural requirements
- Supervisor support

CREATE AN ENABLING ENVIRONMENT

NEW MENTAL MODEL

- It makes sense to me
- It will improve my safety and that of my colleagues
- Safe production is important
- We can make it work

ACCEPTANCE AND OWNERSHIP

Leadership BEHAVIOUR + Behavioural COMMUNICATIONS

SUCCESSFUL
MOSH Adoption