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JUSTICE, LEARNING & CHANGE



1. Human Performance in the Spotlight: ‘Human Error’ and ‘Honest Mistakes’
2. “Why Are We Having More Incidents?” Causal Loops in Reactions to Unwanted Events
3. “Why Aren’t They Reporting Incidents?” Influences on Reporting Behaviour
4. Set Taxonomies to Neutral
5. Safety-II and Just Culture: Where Now?
6. Why Is It Just So Difficult? Barriers to ‘Just Culture’ in the Real World
7. Just Culture: Who Are We Really Afraid Of?
8. Who Are We to Judge? From Work-as-Done to Work-as-Judged
9. Just Culture in La La Land
10. Are We Learning From Accidents?
11. The Wrong Kidney
12. The Real Second Victims
13. Laughing Boy: Love, Justice and Drops of Brilliance



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