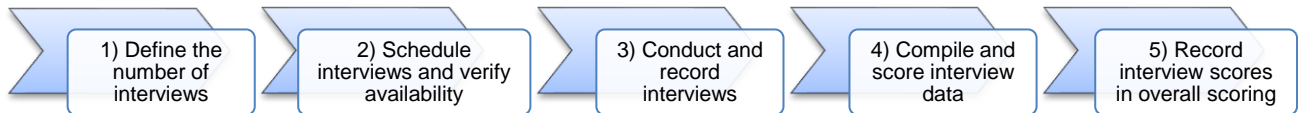


Job Aid – Interviews

Purpose

- Provides a clearer picture of the safety culture and provides an opportunity for an individual to expand on input from the survey
- The interview provides an opportunity for the individual to cite examples or to expand into areas of the safety culture that were not specifically (or sufficiently) addressed in the survey

Workflow



Determine the Number of Interviews

- Interview participation should achieve a reasonably representative sample
- Work with the facility management to suggest roles in the organization to invite to participate in the interviews
- If organization charts are provided, then specific people can be selected; otherwise, such selection can be delegated to a facility representative/scheduler or individuals randomly chosen to participate
- There is no attempt to interview enough people to attain statistical significance as in the survey portion
- Most interviews should be conducted one-on-one in a convenient, private location though mixing in group sessions can produce valuable interview data

Schedule Interviews and Verify Availability

- Scheduler should assist in determining interviewees, scheduling interviews, providing replacements if the original person is unable to attend, and reminding interviewees of appointments
- Interview pools should contain individuals from various organization levels, both genders, contractors, ethnic groups, and attitudes (vocal and reserved). Consider interviewing night/evening shifts for added perspective
- Interviews should last 30 to 45 minutes, with 1 hour between start times

Conduct and Document Interview Comments

- Interviews should be voluntary, confidential, open, attempt to cover all 9 safety factors, and include a scribe if desired.
- Interviews should follow a general script but flow naturally. Obtain examples, if possible, but refrain from being adversarial by being personal, listening, and prepared
- Group interviews are commonly held in workshops, control rooms, or lunchrooms. The number of interviews should depend on facility size. Identify and manage individuals who dominate the conversation
- Open interviews with introductions and reassurances to interviewees of interview purpose and confidentiality
- The main body of the interview will be the Q&A portion. Use the spreadsheet as a guideline but remain flexible as the discussion progresses though keep digressions in check. Try and gather information on the 9 safety factors though this may require splitting question types across multiple interviewees
- Close interviews by thanking the interviewee, reaffirming anonymity, and the usefulness of results

Audit Review Spreadsheet

- A spreadsheet has been developed to aid the interviewer. The spreadsheet contains typical questions when discussing safety culture. Some questions align well with the actual survey. Others cover different safety aspects. Some or all the questions in the spreadsheet can be used and tailored to the organization. The file's name is "NAS Safety Culture Toolkit – Worker Interviews – FINAL.xlsx"
- The spreadsheet automatically generates a score. A traffic light grading system allows easy visualization of the results and a percentage score. Where >85% (Green) – most items appear to be in good practice; 70% - 85% (Yellow) - some items appear to be in good practice, or 70% - (Red) opportunities for improvement have been identified