

INTELLIGENCE

noun the act of and ability to learn or understand or to deal with new situations; derived from the Latin verb intelligere referring to the ability to think, comprehend or perceive.

THE BEST SOURCE OF
INTELLIGENCE

always comes from your people.



5i METHOD



INTELLIGENCE: What Does the Research Say?

1. The integration of multiple standpoints including both management and frontline level perceptions are necessary to understand health and safety within organisations (Eakin, Champoux, & Crichton, 2010).
2. People who work on the frontlines are the closest to the constrained end of the system so they should be involved in designing any systems, processes or interventions that affect that work (Systems Thinking for Safety, 2014).
3. Organisations perform better when management involve employees in decision making (Spreitzer & Mishra, 1999).
4. Procedures or processes written without frontline employee involvement produces a gap between the procedures written to standardise work and the actual tasks completed at the sharp end (Blandford, Furniss, & Vincent, 2014).

Common Mistakes #INTELLIGENCE

Organisations often fail to gather the right intelligence to understand the problem before implementing change. Challenges are approached with the thinking ‘we need to have the right answers. We need to solve the issue on our own.’ This results in top down strategies being implemented across the organisation, which gain little buy in and increase cynicism. Organisations fail to harness the wealth of knowledge within the organisation. This knowledge can be leveraged for superior outcomes.