

MASTERCLASS WORKSHOPS

COSTA CONCORDIA CASE STUDY: A MASTERCLASS IN EMERGING SAFETY SCIENCES

On the 13th January 2012, the passenger ship Costa Concordia collided with rocks and capsized off the Island of Giglio, in Italy, resulting in the the loss of 32 lives. To the media of the day it became a tale of fate, intrigue, heroes and villains. To our workshop participants it will be the backdrop to a Masterclass in emerging safety sciences.



Nippin Anand



Nippin Anand is a licensed Master Mariner and an internationally recognised specialist in human factors and safety management. His significant experience in the maritime, oil and gas sectors spans hands-on operations, academic research, consultancy, and certification and regulation. He is keenly sought both as a consultant and a guest speaker.

Masterclass

In this online 5-part workshop series, Nippin takes us on a deep dive of the Costa Concordia disaster. He uses a documentary-style narrative that pulls from many sources, including first-hand video interviews with the Concordia's vilified captain, Francesco Schettino. For the first time, Schettino gets to narrate his version of the accident. It is an engaging story.

Why the story matters

What we learn will be relevant to all of us working across safety critical industries, who are becoming increasingly aware of the need to understand human factors when aligning safety and well-being with business objectives.

Each day we are being confronted with new ideas, theories and frameworks. A growing body of knowledge is pulling us in different directions:

- the new view of safety;
- safety 2;
- high reliability organisation;
- safety differently;
- human and organisational performance;
- resilience engineering.

With these emerging concepts comes a new vocabulary that is not always easy to understand or put into practice. This case study aims to help.

The Costa Concordia workshops are organised as a comprehensive human story of an accident. The five sessions will immerse you in the emerging concepts in safety sciences and, by the end, you will have accomplished a course in contemporary safety covering a broad syllabus. Throughout the workshops there will be ample opportunity to reflect on your experience and relate with the case.

“Every investigation leader - anywhere - should sit through this with day with Nippin. It will change the way the world does investigations. - **Todd Conklin**

Dates and time

8:30-10:30am every Wednesday throughout July 2020 (see pg 2.)

Registration for non-NZISM members

Price: \$275 - includes NZISM membership until 31/3/21.(GST inc)

**NON MEMBERS
REGISTER HERE**

CONTENT

1 July

Workshop 1

Introducing the case

In the first workshop, Nippin will set the scene, introduce Costa Concordia and explain what motivated him to embark on this particular journey. We will spend time understanding the design and framework of the case study. Why did he choose to get involved in this study? What did he learn and what challenges did he face during the production stages of this documentary? How can we overcome our own biases and pre-conceived notions as practitioners undertaking this project? How did Nippin manage to present a balanced view of the problem? How was his approach any different from usual accident investigations? These are some of the questions we will tackle as part of this session. Answering these questions will provide a deeper understanding about being an investigator.

8 July

Workshop 2

Human and organisational factors in safety critical operations

The second workshop focuses on the events leading up to the accident. More specifically we ask the question – how could a team of competent professionals not have noticed a gigantic ship heading into the rocks? We examine both human as well as organisational factors behind the scene and our research goes far beyond risk and safety and touches upon deeper systemic issues mirrored across safety critical industries. This session provides a deeper understanding of teamwork, leadership, and more generally team dynamics in safety critical operations. You will begin to appreciate the obscurity of concepts such as technical and non-technical skills, crew resource management and error detection and management. We will also examine the organisational factors and enquire why systemic issues come to surface only once an accident occurs. What can this tell us about the state of risk and safety management (safety audits, risk assessments etc.) within our organisations?

**NON MEMBERS
REGISTER HERE**

15 July

Workshop 3

Managing the unexpected

How do people behave in a real-life emergency? What is the role of emergency preparedness and business continuity plans in managing the unexpected? What can we learn from the case of Costa Concordia and apply in a broader sense? We will examine the events during and post-accident to understand the role of plans and procedures. The participants will begin to appreciate the role of procedures and plans in an uncertain world. The issues discussed in this third workshop are becoming increasingly relevant to businesses and society at large in a post-COVID world.

22 July

Workshop 4

Discussions and debriefs

The purpose of the fourth workshop is to bring together the key learning outcomes and create space for discussions and debriefing for the whole Costa Concordia workshop series. You will be offered the opportunity to engage with Nippin on specific topics of interest. For those especially curious, Nippin will also offer one-to-one Skype calls, coaching opportunities and provide reference material for further reading.

29 July

Workshop 5

From a just culture towards a learning culture

In recent years, many organisations have adopted the idea of a just culture, where frontline individuals are not blamed for honest mistakes but are held accountable for wilful violations and gross negligence. But how helpful is this framework in walking the difficult path between balancing learning and accountability?

Our final workshop highlights some common misconceptions about just culture and provides a framework for leadership to embrace a culture of learning and continuous improvement. The framework can be applied not only to accidents but also to make sense of how things go well on an everyday basis.