

## How reliable is your organisation?

Written by Claire Rencken  
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The fourth annual Saacosh High Reliability Organising (HRO) conference was held at Emperor's Palace on May 21 and 22. CLAIRE RENCKEN reports

A high reliability organisation is defined as one that has succeeded in avoiding catastrophes in an environment where normal accidents can be expected due to risk factors and complexity. This two-day conference was jam-packed with informative sessions from each of the presenters, on how to go about striving to achieve this.

Greg Heger and Brett Solomon, both business development managers at Saacosh, facilitated the proceedings and provided valuable introductory information to set the stage for the guest speakers.

Heger spoke about how conscious or mindful leadership is a key component in HRO. "Although the concept of mindfulness has been around since the beginning of time, the psychological construct of mindfulness was defined by Ellen Langer (PhD) in 1977.

"Langer, who conducts mindfulness research at Harvard University, identified the key elements of mindfulness as:

'being actively alert in the present; being open to new and different information; having the ability to create new categories when processing information; having an awareness of multiple perspectives; and attention to process rather than outcome, which usually results in better outcomes', he explained.

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