

MANAGER TALKING POINTS VALIDATE & VERIFY



- How can I create a culture that routinely uses relationship skills to create a Highly Reliable Organization?
- What are ways that I can model the behaviors of **Validate and Verify**?



- Remind colleagues that questioning attitude is *both* asking questions and questioning answers to ensure our choices are best for a given situation.
- We must validate and verify.
- STOP is the most important step
- Self-checking with STAR is a powerful tool here too
 - Always take a few seconds, and reduce your chance of a mental slip or lapse by more than 10 times.



- Make sure you use a questioning attitude every time you interpret information and every time you choose a rule from memory
- Questions that work well:
 - What do you actually know?
 - How do you know it?
 - What do you need to know?
 - How can you learn it?