

## Redefining Failure

### Faulty Feedback

Nobody wants to crash but thousands do every day. Research shows that most crashes are the result of driver error. One reason why drivers fail is because they have developed some faulty thinking habits. At the heart of this problem is something called 'faulty feedback'. Imagine you're driving and you receive and send a short text. You probably didn't crash. You've learnt that it's okay to text and drive...this is faulty feedback. We receive faulty feedback more often than you might expect.

### Don't Wait

Some drivers wait until they get a ticket, or worse, a near-miss or crash, before they reflect on how they're going as a driver. This feedback comes far too infrequently to be useful. The safest organisations in the world audit safety performance before accidents. This has two main benefits; firstly identifying hazards becomes a priority and secondly, risks are 'controlled' or mitigated before incidents happen. You can do the same.

### Don't tell me how to drive

Most drivers don't really like getting feedback on their driving performance. Organisations with a leading safety culture are an exception. Most of us would prefer to guide our own learning. Research into adult learning shows that we prefer to focus on solving a particular problem, than learn a heap of information that might not be relevant right now. Because we don't crash very often, most drivers don't easily identify areas they need to change. After crash, it might be too late.

### Avoiding not-at-fault crashes

Many drivers believe that there is nothing they can do to avoid a crash where another driver is legally in the wrong. This is an example of a faulty way of thinking that seriously affects the way we drive.

### Redefining Failure

On your next journey, or even better before you drive, think about some common crashes types that you know of. Ask yourself what are the errors or mistakes that I might make that could lead to a crash, even if you're legally in the right. Here are some examples:

- I haven't checked my tyre pressures in months
- I didn't check right & left before I went through that green light
- I didn't do a proper blind-spot check on that lane-change
- I was driving too close
- I was hogging the right lane
- I let myself get angry
- I blamed the other driver for my mistake
- I expected the other driver to care as much about my agenda as his

### Combat Unrealistic Optimism

The more you look for and find personal errors, the more realistic you will become about your chances of crashing. This combats optimism-bias and promotes intrinsic safety motivation.

