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Topic area that describe research project: Learning at work (from surprises)

Brief introduction :
I have a bachelor degree in Psychology, a master and a PhD in Social and Organizational Psychology. My main research work was been in the field of work psychology applied to safety and health at work. I have been participating in several Research Projects in this field and collaborated with several companies aiming workplace safety and health promotion.
I have developed and participated in studies focused on healthcare workers, for instance I supervised one PhD thesis specifically focused on Healthcare workers (doctors and nurses) exploring psychosocial predictors of hand hygiene compliance and I participated in studies developed on the scope of ORCAB Project (Improving quality and safety in the hospital: The link between organizational culture, burnout, and quality of care).

My research interests and my expertise:
My research interests cover health, well-being and quality of life (at work and outside work). Namely, I have been studying antecedents and consequences of behaviors (specially, prevention behaviors and participative/initiative behaviors) analyzing the role of individual (e.g., attitudes, beliefs, perceptions), group (e.g., social norms, coworkers norms) and organizational (e.g., culture, climate).

During the last years, I become interested in studying learning at work and also voice/silence aiming to improve safety and health at work. In this context it is now my intention to start studying surprises recognizing the importance of continuous learning and experiential learning and voice at work. Surprises are any event that happens unexpectedly, or any expected event that takes an unexpected turn and contain a positive meaning as exciting positive events or accidental discoveries, or a negative meaning as individual and organizational failures. Therefore, individuals, teams and organizations benefit if they manage to learn, from both positive and negative surprises, to prevent future failures, or to improve safety and performance at the individual, team and organizational level.
Although organizations increasingly face surprises research is still scarce, lacking knowledge about the development and processes of responses to these events.
Moreover, voice and silence are critical to support learning from mistakes and sharing knowledge and they depend on work environment that supports or not learning. In this project it is

considered that the work environment and the option for silence or voice are key variables to understand the processes and outcomes of surprises.

Exploring the individual action after a surprise is something that is still missing in the literature as well as knowing the variables that will determine the link between surprise and action (voice or silence). In this research the focus will be on understanding the first step in a learning process that requires an event to be identified and reported or shared (voice) or not reported (silence).

The health sector is an organizational context in which surprises and unexpected events, when they are negative (errors or flaws), can have a highly detrimental impact on patients and workers. Some research has been done focusing the learning from errors in healthcare and the Instituto of Medicine (IOM) have emphasized the relevance of learning for providing better care with lower costs .
But surprises can also leverage the individual and organization's ability to achieve its goals in a sustainable way, when there is capacity to learn from surprises, or when surprises are positive. These are some of the reasons why we will focus our research with healthcare workers, aiming to understand these learning from surprises in nurses working in hospital and home care contexts.

My aims for the SGM are to develop ideas related with receive input for a grant proposal that I intend to submit (ideally) in 2022 to the Portuguese National Science Foundation (FCT).