



Human Performance Center

Course Description

Advanced Human Performance

Objective

Provide participants with a working knowledge of proven human performance principles and tools used to reduce human error, and the frequency and severity of occurrences at our facilities. Using Case Studies, Dynamic Learning Activities, and examples from the DOE Complex and other industries the course explains how individual behavior, leader behavior, and organizational processes and values affect safety, quality, and productivity. The purpose of the course is to train participants to understand human performance principles and how these principles can be applied to proactively prevent serious events.

Description

The program is planned in modules over a three-day period. The training will include group discussions and exercises, and breakout sessions for Case Studies and other activities.

The optimal class size is 20-25 (max).

Target Audience

The course can accommodate a broad spectrum of participants from various organizational levels and technical specialties. Participants may have varying degrees of experience within DOE and contractor organizations. The training is intended for those who will be developing; modifying; and/or implementing programs or processes designed to improve organizational performance. Training can be tailored somewhat for specific organizational needs.

Module 1

Introduction to Human Performance (4 Hours)

- Course objectives and overview
- Human Performance Definitions
- Case Study #1 – Active/Latent Errors
- HP Initiatives & ISM

- Mental Models & Accident Models
- Principles of Human Performance

Module 2

Individuals & Human Performance (6 Hours)

- Human Performance System
- Human Nature and Fallibility
- Risk Perception & Hazardous Attitudes
- Error-likely Situations & Precursors
- Case Study #2 & #3 – Errors & Precursors
- Performance & Error Modes
- The HPI Worker Toolbox

Module 3

How Organizations Effect Performance (7 Hours)

- Latent Organizational Conditions
- Purpose and Roles of Organizations
- Case Study #3 – Production v. Prevention
- Defense-in-Depth
- Latent Organizational Weaknesses
- Organizational Tools
- Case Study #4 – Lessons Learned

Module 4

Optimizing Leadership & Safety Culture (7 Hours)

- Leaders v. Victims
- Maximizing Performance (Desired Behavior)
- Key Leadership Behaviors & Practices
- Leaders' Tools
- Safety Culture – Valuing the Prevention of Errors
- Case Study #5 – Can HPI Help?
- Summary (Questions & Critique)