

***INL Protective Force
presents***

Human Performance in Action

Tyson Allen

John Wellisch



Question:

Very tricky math! Note: This must be done in your head only. Do NOT use paper and pencil or a calculator. Try it.

Take 1000 and add 40 to it. Now add another 1000. Now add 30. Add another 1000. Now add 20. Now add another 1000. Now add 10. What is the total?

Did you get 5000 ?

Answer: The correct answer is actually 4100.
Don't believe it? Check with your calculator!
Today is definitely not your day.

Human Performance

Behaviors + Results

Safety and Production

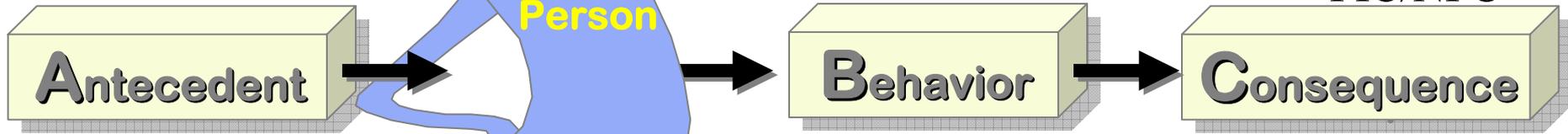
- 1. Open communication**
- 2. Positive reinforcement of desired behaviors**







“ABC Model”



Examples:
Training, Posters, E-mail,
Requirements, Procedures,
Billboards, Telling, Handouts
10,000-20

An action that
is observed

Rewards:
Social and
Tangible

Phrase Recall Exercise

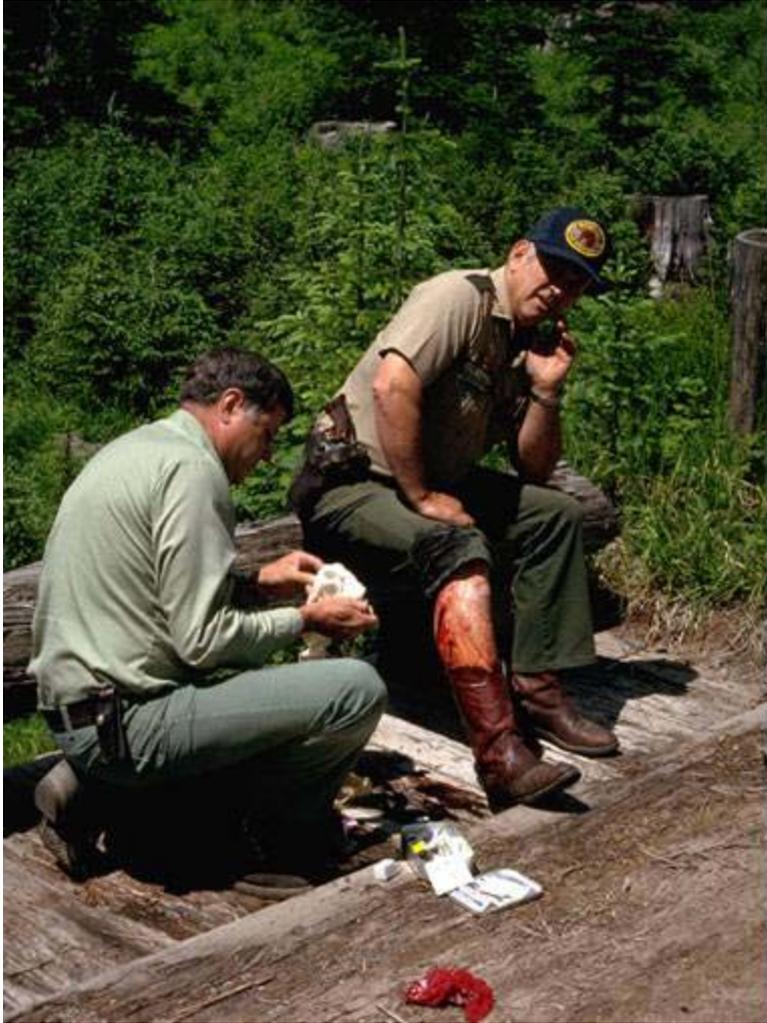
Phrase Recall Exercise

You can't
fix stupid

I am so
so done wiith you

THE
LESSER OF
TWO WEAVILS





Summary

- Humans are fallible and even the best make mistakes (3-11 errors per hour)
- The most capable defenses against human error are open communication and positive reinforcement of desired behaviors
- Good work that gets noticed, gets repeated
- It takes a whole organization to have an event
- Doing nothing is doing something to behavior
- If you think you can punish the errors out of people and organizations, think again.
- We can not see all that there is to see...