

# **Human Performance T&D Solutions**

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# Could This Have Been Prevented?



# PRINCIPLES

1. **People are not perfect and even the best can make mistakes.**
2. **Situations that lead to unplanned events are predictable, manageable, and can be prevented.**
3. **Organizational factors greatly influence individual behaviors. 80 – 95% of all unplanned events can be directly attributed to Latent Organizational Weaknesses.**
4. **The use of positive reinforcement for appropriate behaviors helps people achieve higher levels of performance.**

# Can You Ride a Bicycle?

- \* **Changing old habits (good or bad) is like trying to forget how to ride a bike and learn the new way.**
- \* **Backwards Bicycle (YouTube)**
  - \* **8 Month vs 2 weeks**
  - \* **Had an incentive**

# HU TRAPS

- \* **Time Pressure**
- \* **Distractions/ Interruptions**
- \* **Multi-tasking**
- \* **Overconfidence**
- \* **Vague Guidance**
- \* **Peer Pressure**
- \* **Physical Environment**
- \* **Mental Stress/ Fatigue**
- \* **First/Last Shift**

# HU Tools

- \* **Pre-Task Review**
- \* **Questioning Attitude**
- \* **Self Checking**
- \* **Peer Checking**
- \* **Post Job Review**
- \* **Procedure Usage**
- \* **Effective Communication**
- \* **Place Keeping**
- \* **Turn Over**

# Training Method

- \* Give the class the meaning of the Tool or Trap
- \* Short video
- \* Ask class for an example of the Tool/Trap
- \* Give the example that we came up with

# HU Trap: Multi-Tasking

## \* Definition

- \* When you begin to do more than one thing at a time
- \* You cannot give your full attention to both tasks so something has to go
- \* Will it be safety, quality or performance that suffers?



# HU Trap: Multi-Tasking



# HU Trap: Multi-Tasking

**\*Can anyone describe when multi-tasking has been a problem?**

# HU Trap: Multi-Tasking

## \* Examples

- \* **Driving and texting**
- \* **Driving in a foggy area and you turn down the radio (this is your brain telling you that has to focus on one thing, driving and not listening to the music)**

# Jeopardy

- \* **We play a game similar to the Game Show “Jeopardy”**
  - \* **Divide up into 2 teams**
  - \* **Give a clue and let the teams try to answer**

# Jeopardy Example

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**I'm setting up the truck to set a pole, directing a helper with his tasks, and responding to questions from the contractor working at my house.**

**What is Multiple Tasks?**

# HU Tool: Self Checking

## Example

- \* **Shooting a deer**
  - \* **Stop: Is that a deer? Aim the gun**
  - \* **Think: Is anything behind the deer? Is this the best shot? Is the game warden around?**
  - \* **Act: Shoot the deer**
  - \* **Review: Was it a clear kill?**

# LOW's, Normalized Deviation and Performance Coaching

- \* **LOW's Latent Organizational Weaknesses**
  - \* Out of date procedures or equipment
  - \* Conflicting values
- \* **Normalized Deviation**
  - \* Burned out light bulb
- \* **Performance Coaching**
  - \* Effective Listening
  - \* Giving and Accepting Constructive Feedback

Could This Have Been Prevented?  
Apply what we have learned today.





# **Human Performance WORKS**

✓ **But it takes work and time**

**Works at home as well as at work**

**Benefits**

**Safer work place**

**Better home life**

# Turkey Fry Using HU Tools

