



Human Performance Advocate (HPA) Workshop

Overview: The HPA workshop is designed to

- Increase understanding of human performance fundamentals
- Increase understanding of error reduction tools and how to apply them
- Increase capability to reduce the errors that affect site events
- Increase capability to recognize error traps, error-likely situations and error precursors
- Improve capability to communicate human performance issues with supervision and management
- Understand the supervisor's role in error-prevention
- Understand the tools for becoming a better supervisor in managing error prevention
- Recognize when and how to use error-prevention tools to manage error-likely situations
- Improve observation capability for traps and triggers and capability to prevent incidents
- Improve incident analysis capability by incorporating HP fundamentals
- Understand the leader's role in human performance deployment
- Recognize the components of a model deployment/integration plan
- Understand the top five errors that can reduce the effectiveness of a human performance deployment effort
- Practice elements important to integration

Objectives:

- Employee Performance Improvement and Error Reduction
- Understand the basic concepts of human error prevention; including, modes of performance, traps, and triggers
- Recognize and describe the Top 10 error traps or precursors
- Using modes of performance (skill based, rule based, knowledge based), predict when an error is most likely to occur
- Develop a means to recognize individual error traps that are present at work and off-the job
- Recognize error triggers and how they impact performance
- Recognize the various types of error prevention tools and when to apply them to help reduce and prevent errors from occurring
- Practice applying prevention tools that can be used at work and off-the job

Duration & Delivery Format: 3 Days – Classroom