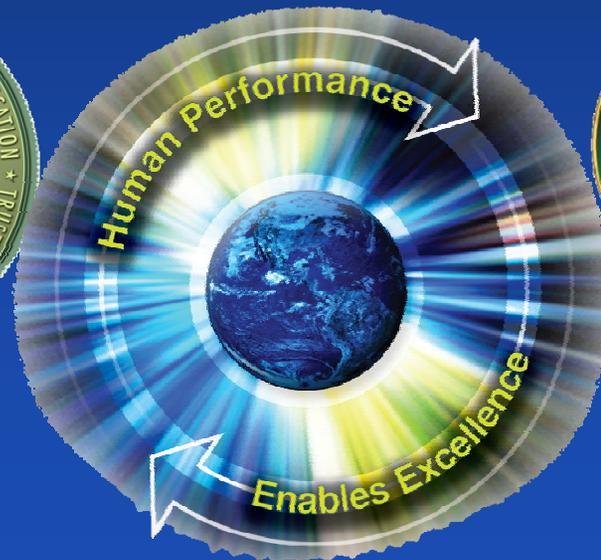


Idaho National Laboratory



PROTECTIVE FORCE

Human Performance in Action



Objectives

- **Demonstrate human fallibility**
- **Discuss the science of human performance**
 - **Open communication**
 - **Positive reinforcement**
- **Discuss some strategies to improve both elements**

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.

Phrase Recall Exercise

Phrase Recall Exercise

You can't
fix stupid

I am so
so done wiith you

THE
LESSER OF
TWO wEaVILS





--- Texas Style ---



Human Performance

Behaviors + Results

Safety Vs. Production

1. Open communication
2. Positive reinforcement of desired behaviors





Open Communication

- **Non-violent communication**
- **Four elements**
 1. **Observation (State what we see/ hear)**
 2. **Feelings (You can not control feelings or anyone else's)**
 3. **Needs (Feelings are tied to needs)**
 4. **Request (Make a request)**

Remember: You control how you show up in this world

Feedback from my peers

1. John has been a good leader. He is organized and always available to answer questions. He motivated us to get moving and conducting interviews.
2. Has provided excellent communications regarding other team's activities to myself and my team.
3. Doesn't understand basic leadership, analytical reasoning, human performance or statistics and drives the group to mediocrity.
4. Awesome team leader. Keeps us on track and has a complete comprehension of Human Performance stuff.
5. Great team lead knows his stuff

Summary:

- **Humans are fallible and even the best make mistakes**
- **Open communication and positive reinforcement of desired behaviors are your most capable defenses against human error**
- **Tools to open up communication and positive reinforcement**
 - **NVC**
 - **5:1**
 - **Sandwich principle**