



# Human performance academy

## Leadership Training 15/16 November 2010

### Detailed agenda

#### 1.0 Introduction

- 1.1 Introductions
- 1.2 Leadership Training Overview
- 1.3 Coordinating Practicing Perfection® with Ongoing Initiatives such as lean, 6 sigma
- 1.4 Context -vs- Content
- 1.5 Vertical -vs- Horizontal Growth
- 1.6 Key Reasons Organizations Fail/Stall in Human Performance Improvement Efforts
- 1.7 Process Rollout Overview
- 1.8 The HU Factor™- Discussion and Review
- 1.9 What Do You Most Want out of This Course?

#### 2.0 Practicing Perfection®

- 2.1 How it Evolved
- 2.2 Examples of Ongoing Successes with This Approach
- 2.3 What it is NOT
- 2.4 The Two Key elements
- 2.5 The Foundation- The Precepts of Practicing Perfection®

#### 3.0 Individual and Organizational Performance

- 3.1 What is an "Organization?"
- 3.2 The Role of the Organization
- 3.3 The Individual Performance Model
- 3.4 Your Point of Impact for Influencing Behaviors
- 3.5 Organizational Culture
- 3.6 The Organizational Performance Model
- 3.7 Organizational Factors Influencing Human Performance
- 3.8 Production versus Prevention
  - 3.8.1 Your Organization's Safety Culture

#### 4.0 The Psychology of Human Error

- 4.1 Principles of Human Performance
- 4.2 Performance Modes (Cognitive Control Hierarchy)
- 4.3 Generic Error Modeling System (GEMS)- The Psychology of Human Error
- 4.4 Stages of Performance, Error Mechanisms and Error Types
- 4.5 Organizational Psychology of Error
- 4.6 Determining Individual Culpability
- 4.7 The Anatomy of an Event

## **5.0 Error Prevention / Elimination**

- 5.1 Setups for Human Error
  - 5.1.1 Latent Organizational Weaknesses
  - 5.1.2 Human Error Traps
- 5.2 The Goal of the HU Factor™
- 5.3 Error Elimination Attitudes and Practices
- 5.4 Error Elimination Tools- the Leader's Role

## **6.0 The Plane of Practicing Perfection® - Pro-active Accountability**

- 6.1 Our Culture of Victimization
- 6.2 "Victim" Behaviors
- 6.3 The Blame Cycle
- 6.4 Pro-active Accountability
- 6.5 The Leader's Role

## **7.0 Creating and Nurturing a Learning Organization**

- 7.1 The Error Pyramid
- 7.2 Proactive Learning
- 7.3 Methods of Self-Assessment / Information Gathering
- 7.4 Metrics
  - 7.4.1 Goals / Targets
  - 7.4.2 Awareness
- 7.5 Elements of an Effective Corrective Action Program
- 7.6 Your "Zone of Excellence" (Lowering the Threshold / Raising the Bar)

## **8.0 Implementation of the HU Factor®**

- 8.1 Implementation of Change
  - 8.1.1 How NOT to do it (Typically Change Management Process)
  - 8.1.2 The Concept of Viral Networks
  - 8.1.3 The Practicing Perfection® Change Model
- 8.2 Practicing Perfection® Process Rollout
  - 8.2.1 Vision / Mission
  - 8.2.2 Code of Honor
  - 8.2.3 FLS Challenge Process (Front Line Supervisory)
  - 8.2.4 Practicing Perfection® Continuous Improvement (PPCI)
- 8.3 HU Factor™ Revisited (Bringing it all Together)
  - 8.3.1 Tools
  - 8.3.2 Proactive Accountability
  - 8.3.3 Learning
- 8.4 Sustainability- the Champion Process
- 8.5 Ongoing Recognition & Reward

## **9.0 True Leadership**

- 9.1 Management versus Leadership
- 9.2 Human Motivation Revisited
  - 9.2.1 Leader Behaviors that Influence Values
  - 9.2.2 The Top Ten Promoters of Worker Productivity
- 9.3 The Flywheel of Positive Organizational Momentum
- 9.4 Manager / Supervisor Tools
- 9.5 Perturbation
- 9.6 Creating a Vision for Practicing Perfection®
- 9.7 Precession