



Human Performance Newsletter

Volume 1 Issue 1

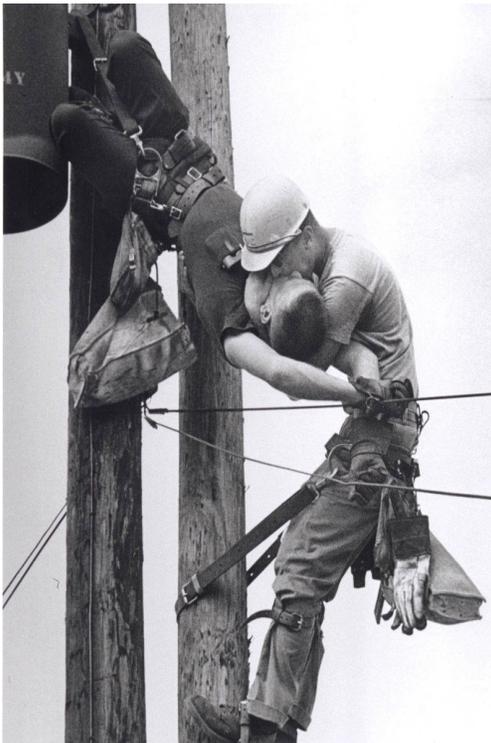


Your lead story corner—

Use this area as your lead story which could roll to other pages

Your HP Tools

- ◆ Tailboards
- ◆ Two-Minute Rule
- ◆ Self-Checking (STAR)
- ◆ Stop When Unsure
- ◆ Questioning Attitude
- ◆ Procedure Use and Adherence
- ◆ Phonetic Alphabet
- ◆ Three-way communication
- ◆ Placekeeping



The XYZ Newsletter,

Another Story area

In this issue

Ladder Safety **P.1**

Ladder safety (ctd) **P.2**

Winter Driving Safety **P.3**

HP Tool of the Month **P.4**

Quote of the Month

“The one thing that unites all human beings, regardless of age, gender, religion, economic status, or ethnic background, is that, deep down inside, we all believe that we are above-average drivers.”

— Dave Barry, *Dave Barry Turns Fifty*





Upcoming events

January NNNNNN



Useful Sites:

DOE Hand-
books

INPO

ASCT

Incorporating HP into your training Plan

Illustrate through actual practice - What is a particular organization doing to make it happen—Before and after pictures.

Contact your corporate news department for resources for video's more newsworthy items.



Can a Questioning Attitude reduce errors

Perhaps one of the most important human performance tools is the development and use of a questioning attitude. Attitude is an opinion or a general feeling about a subject of interest. Questioning does not necessarily mean to challenge or criticize. To have a questioning attitude means to look at a situation and train oneself to see things that are out of place or not as they should be.

A questioning attitude encourages situational awareness on the job especially when it comes to safety issues prior to starting the work. Being aware of working conditions and the situations that could arise avoids being blindsided by hazards in the environment as well as errors or omissions on a work order.

When the element of doubt arises, that's when the worker with a questioning attitude will stop and resolve the issue before the situation develops into something that cannot be reversed.

A questioning attitude never assumes that the situation will resolve itself and always pays attention to that "gut" feeling that something is wrong. It is complacency or lack of knowledge that will assume the work will be completed as planned and "know" that the worst could not possibly happen. Assumptions for the complacent will override facts.

An organization may share assumptions and flawed beliefs. The individual with a questioning attitude is attentive to circumstances and activities that may have an adverse outcome.

There are a number of ways to promote a questioning attitude. Among these are a pre-job brief in the work area where situational attentiveness can be utilized. The pre-job brief creates an atmosphere for personnel to discern what the situation is and what it should not be. The person conducting the brief can ask about potential hazards in the area, any critical steps to the job, and any error-precursors that could create unwanted consequences. Job Situational Awareness arms the crew with knowledge and helps to dissolve complacency.

Another method to heighten a questioning attitude is to stage a training scenario with built-in flaws. A type of scenario that you could use is to set up a computer based scenario using some type of mock operating system. Then as the person completes training scenario's there are hurdles that are not ex-



HP Tool of the Month

STOP When Unsure -

Work Planning and Preparation

When confronted with confusion or uncertainty, a person is in unfamiliar territory without a defined path forward. Given that the chances for error are particularly high in such situations (10 to 50 percent probability), the best course of action when unsure, is to **stop**. Whenever a question arises and what to do remains uncertain— stop and ask! Every person has the responsibility and authority to stop work when uncertainty persists.

The Stop When Unsure tool is intended to supplement the existing formalized practices and emphasis that workers approach work deliberately and mindfully. And if they encounter unexpected conditions or need additional clarification or support, then pausing is a recommended and conservative approach.

Even if it seems simple and straightforward, notify your supervisor, and get help from other people. The “Stop When Unsure” technique prompts performers to gain more accurate information about the work situation from other knowledgeable persons before proceeding with the activity. It involves a stoppage of work long enough to allow individuals, their supervisors, or other knowledgeable persons with expertise to discuss and resolve the

Standing summary of purpose, muse and feedback for the newsletter and Frequency of publication.

HP Lessons Learned

You could use this for near-hit reports or event reports

