



Introduction of a Human Performance Program into a High Reliability Organization

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Past

- HF lives in FO training
- “Check in the box”
- Ergonomics overlooked

Present

- HF turns into HP (HF&E, behavioral/neuro psych, physiology)
- Lives at the corporate level
- Cross departmental coordination
- Focus on integration into safety programs

Future

- Each major department has an HP scientist embedded with them reporting to the corporate office
- Integrated safety training throughout enterprise
- Projects assigned by department then coordinated and led by departmental HP scientists

Senior Leader Buy In and Support

Show me the money!

Senior Leader Buy In and Support

- Save time / Save money / Make money
- Drive injury / damage rates down

Shared Mental Model

On the same page at the same time.

Shared Mental Model

- RRM
- TEM
- CRM
- KIS

Shared Mental Model

- Foundation doesn't change between work groups
- One size fits all (kind of)
- Doesn't need to be updated often
- All these key components are accomplished if the SMM is high level.

Peer Buy In and Support

Tell me your problems.

Why you matter...

(or, that one chapter on clinical psych.)

Peer Buy In and Support

- Support their interests first.
- Build trust
- Empower through ownership

WARNO

“...Therefore no plan of operations extends with any certainty beyond the first contact with the main hostile force.”

-Helmuth von Moltke the Elder

WARNO

- Personalities and competing interests
- Why we cannot compare departments to each other (we can't have favorites)

Where to begin

Begin with the End in Mind.

-Stephen Covey

Where to begin

- Starts in safety and training
- HP incorporated in safety & training: manuals/policies/procedures/programs/projects/etc...
- HP concepts indoctrinated during initial and recurrent training
- Current safety issues drive training

Where to begin

- Decentralized, lives at every level and in every aspect of the operation
- Have an SME to guide and facilitate

What does this look like?

*We've never done anything like this before,
but I'll know it when I see it.*

What does this look like?

- Incorporating a CRM process through its uniform implementation, maintenance of fidelity, and standardization of across the enterprise.

What does this look like?

- Involving stakeholders through a council as the subject matter expert (SME) of human factors and ergonomics to support the Safety Management System by providing a framework that enables collaboration with departments to integrate human centric principles and current industry best practices into training, standards, policies, procedures, investigations, daily operations and safety management systems.

What does this look like?

- Interfacing with Government, Academic, and Industry leaders through the creation of research opportunities and general collaboration.

“It’s not just about the money... It’s all about the money.”

-KD VanDrie

Questions?

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