

Seven Practical Steps to Build a Culture of Safety & Human Performance / HOP (2 pages)



Seven Steps



A 1-2 hour keynote, capstone, plenary, breakout, or 4-8 hour workshop

Burning Questions

- How often do workplace errors happen?
- How much do unwanted errors cost us?
- Why can't we just eliminate errors?
- Why don't people just follow procedures?
- What do the world's safest and most reliable teams do?

Seven Practical Answers

Unwanted errors and surprises in high-hazard industries can threaten life and limb, ruin careers, & sink reputations overnight. In this fast-paced presentation on practical Human Performance / HOP skills, you'll hear powerful stories – some funny, some dramatic. And you'll learn fundamentals of these seven steps successfully used by: pilots, firefighters, military paratroopers, air traffic controllers, and other high-reliability experts across the globe.

- 1) Take a Learning-Based Approach
- 2) Build Psychological Safety
- 3) Lead After Action Reviews (AARs)
- 4) Transform Investigations
- 5) Apply Classic Defenses
- 6) Improve Systems

Take Aways

- 1) Seven practical ways to improve safety & reliability
- 2) Why you should *not* rely solely on simple error-prevention tools
- 3) Three core differences between the Control-Based vs. the Learning-Based approach to errors



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"We got more practical ideas from Jake than from any other keynote we can remember. **After dinner, we talked about Jake's presentation for more than TWO HOURS!** That led to **REAL** change when we returned to the plant."

~ Maintenance & Reliability Leader at Xcelerate 2019



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Additional Presentations



How to Build Trust & Expertise with After Action Reviews (AARs)

Discover the four core questions of an After Action Review and get eight expert tips. Best of all, you'll actually get to do a brief AAR, too.



How to Create Psychological Safety in High Hazard Industries

It's the core of the most successful teams in the world. Learn three practical techniques you can apply immediately in your team.



Event Reviews: How to Fix Problems Without Fixing Blame

Use this practical, six-step process to learn from error-based incidents while also building trust. Plenty of real-world examples included.

Jake Mazulewicz, Ph.D.

- Errors in workplaces like yours can upend lives, derail careers, and waste \$37 billion each year. I show you how experts like pilots, firefighters, and paratroopers build safety, reliability, and trust at the same time, and how you can, too.
- I've presented for more than 250 groups including: the US Department of Energy, Fermilab, NERC, Chevron, and Energy Safety Canada.
- I have a decade of safety experience in a Fortune 500 electric power utility, and a Ph.D. in Education, and have served as a firefighter, an EMT, and a military paratrooper.

