Enhanced Human Performance

Engaging the Entire Organization
Contractors want EHU

- Improved Safety, Quality, Reliability
- Speaking the same language
- Competitive Edge
Contractor Safety Advisory Boards

Entergy Contractor Safety Council

Line SAB
EHU Subcommittee

Gas SAB

Veg SAB

Meter Readers SAB

Subs SAB
Southern Electric Corporation

Harnessing the Power of Human Performance
Enhanced Human Performance Training Design

- Development phase – design, pilot, rework
- Eight hours of principles, traps, tools, and error review
- Interactive and participative
- Jeopardy, videos, case studies, team teaching/learning of tools
- Material and Trainers must be outstanding
Nine certified trainers
Eight hour sessions / twenty students per session
At peak, seven classes per day over four states – fifteen months (incl storms)
ALL employees - office and field
Devil in the Details
Enhanced Human Performance Training

“Recipe for Success”

- Development Phase critical - pilots
- Customized to meet specific and unique challenges
- Basic concepts and methodologies not changed – they make sense and work!
- Core Steering Team – cross section of organizational hierarchy
- Interactive – participative – practical – case studies
Enhanced Human Performance Training
“Recipe for Success”

* Engage Contractors NOW
* “CIMIS”
* Forget the company – make it about the individual
* Tune in to channel WII – FM
* Away from work – family - hobbies
* Visceral - Internalize - Value System
Questions/Comments?

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