Southern Electric Corporation’s Human Performance Implementation Process Update

...A Contractor’s Perspective

NERC’s Improving Human Performance Conference
Atlanta, GA
3.19.14
SEC Human Performance At Work
SEC’s Safety Culture: A Three Legged Stool

Leg 1. Human Performance Initial Training Steps A and B

Leg 2. The Art of Super Coaching

Leg 3. Organizational Accountability At All Levels
WII-FM
Tuned In?
Leg 1-A: Initial Training of All Employees

- Initial introduction to HU
- To learn a culture we must first speak the language
- Practice, Practice, Practice
Leg 1-B: Infiltrate Every Phase of the Organization

- HU as an integral part of New Employee Orientation
- Job Hazard Assessments
- Incident’s Report for Root Cause Analysis
- All Internal Communications = HU Terms
Leg 2
The Art of Super Coaching

5 Pillars of Super Coaching

SAFE PRODUCTION

I. COURAGEOUS LEADERSHIP
II. SITUATIONAL AWARENESS
III. MODEL OF EXCELLENCE
IV. CHANGE MASTER
V. TEAM BUILDER

HUMAN PERFORMANCE

By Tom Harvey Allied Safety Associates
Leg 3

Accountability At All Levels

• Conservative Safety Decisions
• Biased for “Safe Production”
• It’s not what we expect that gets done, it’s what we inspect that gets done. Measure it!
• If we want to change behavior we must change the consequence.
SEC Human Performance... It Works
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