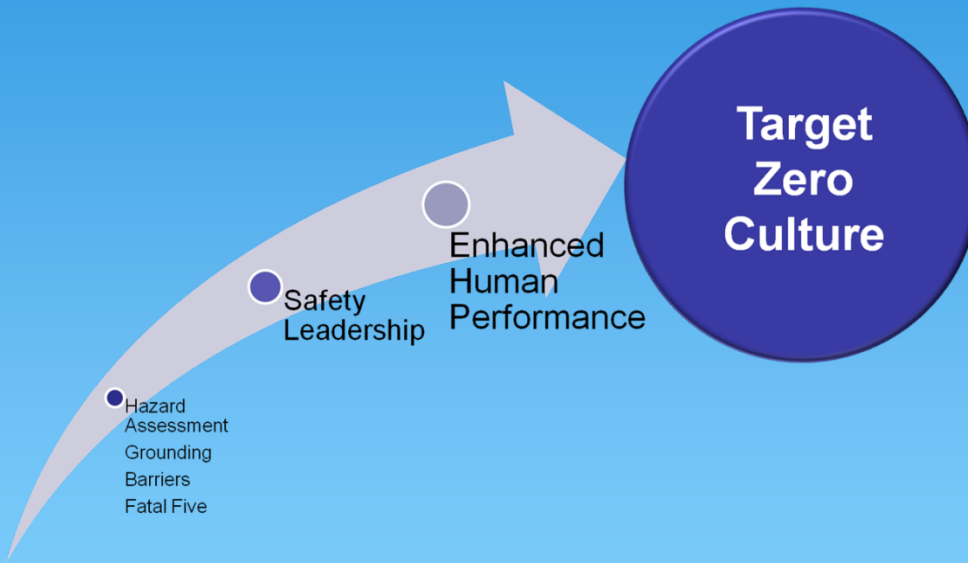




Entergy

THE POWER OF PEOPLE®

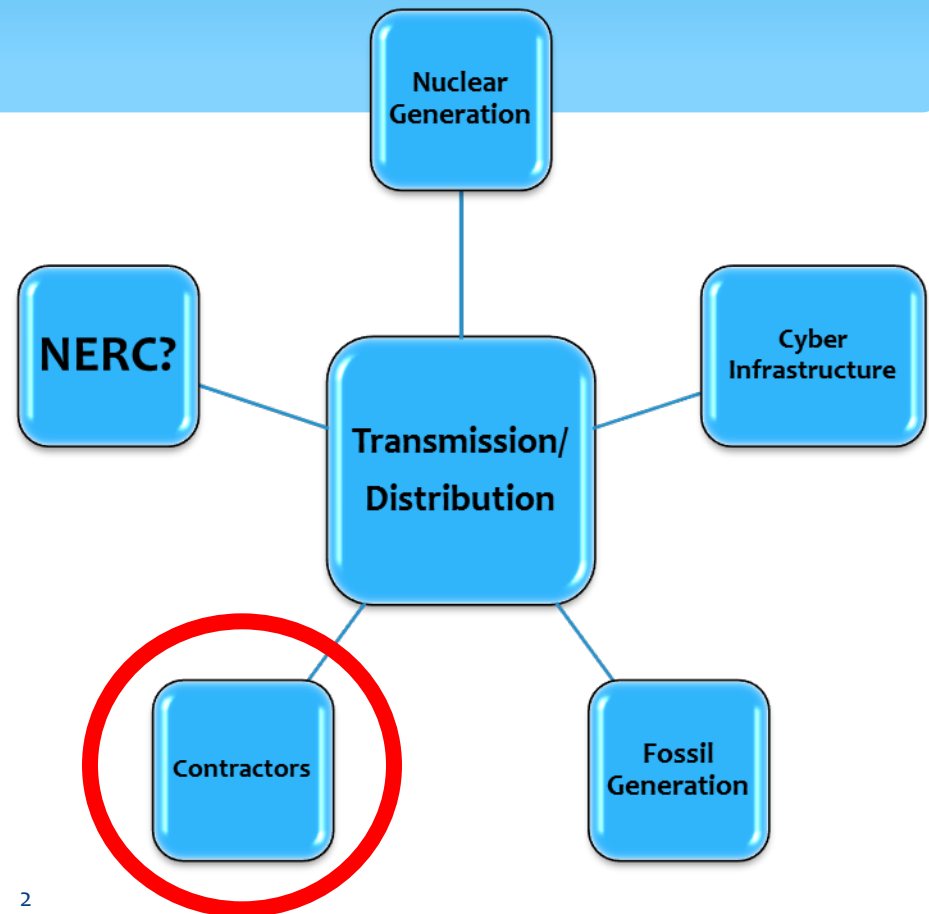


Enhanced Human Performance

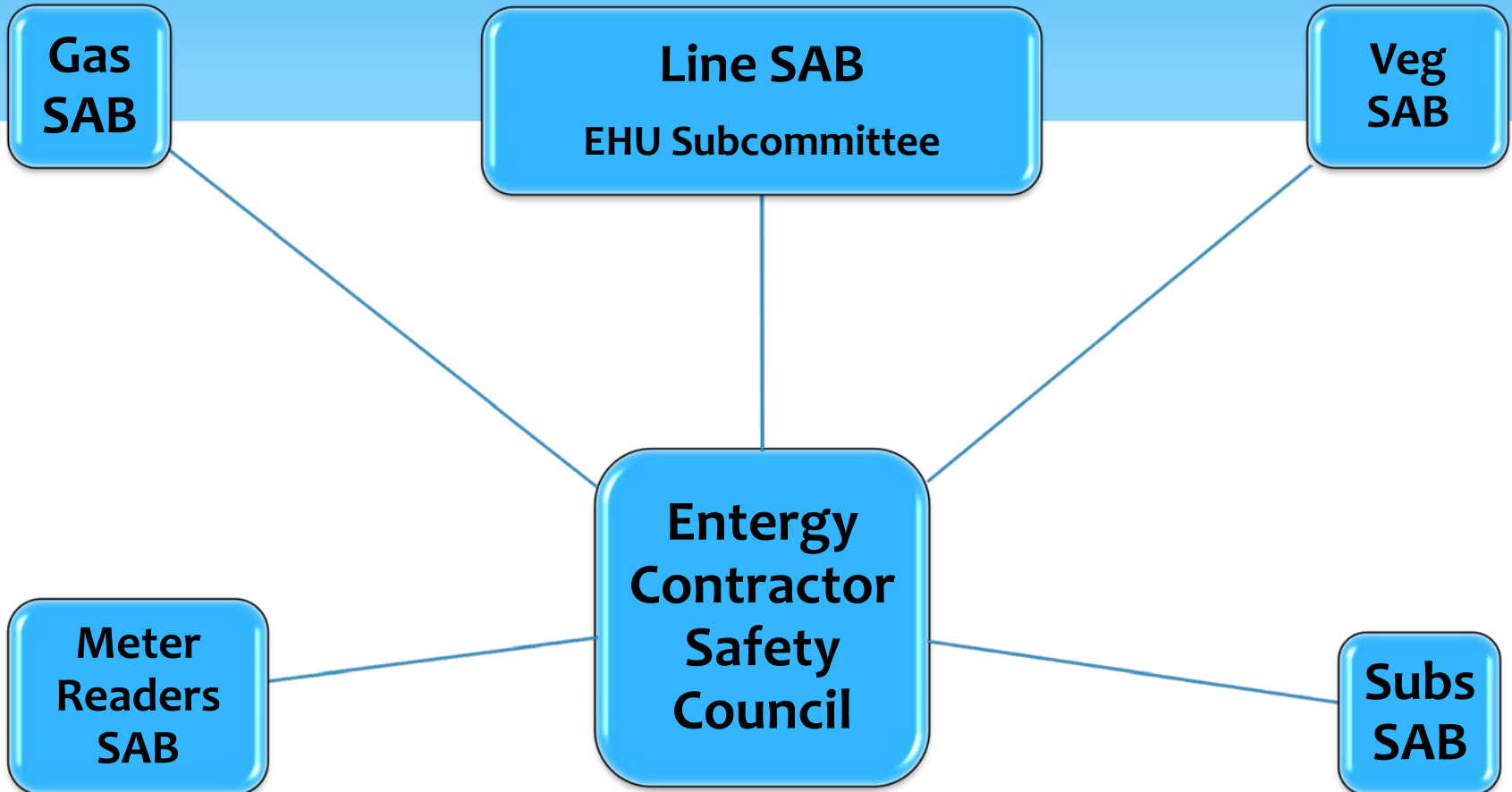
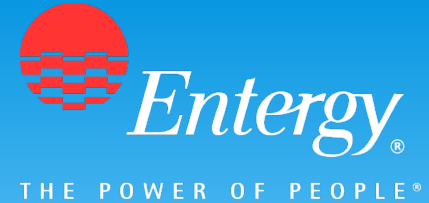
Engaging the *Entire* Organization

Contractors want EHU

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



Contractor Safety Advisory Boards



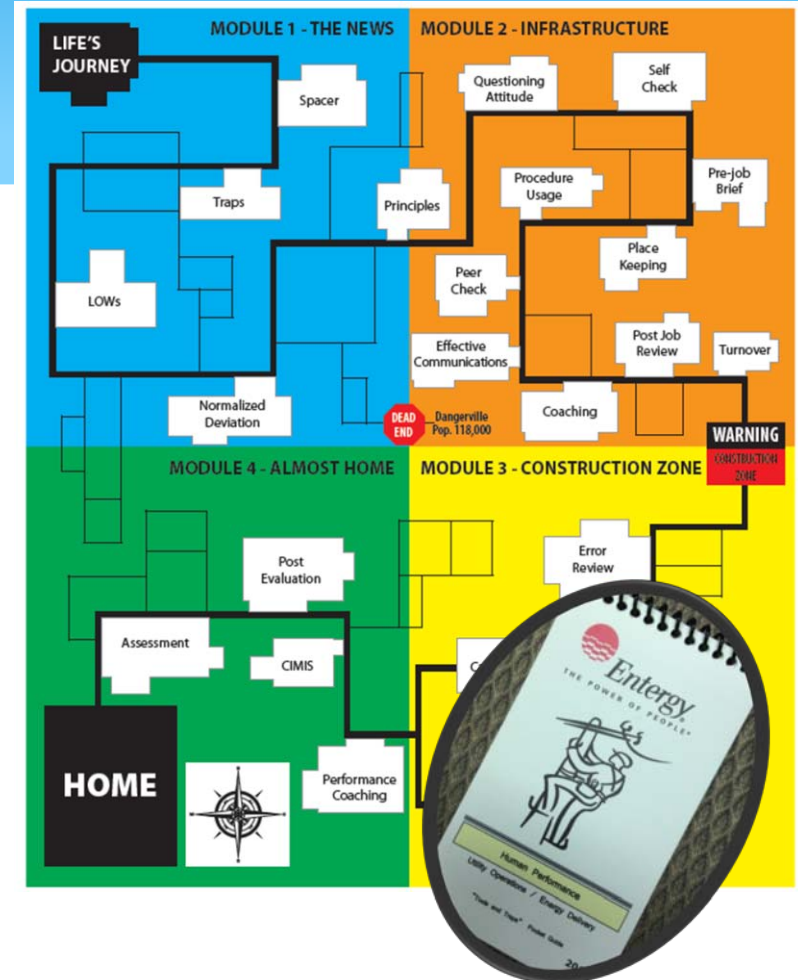
Southern Electric Corporation



Harnessing the Power of Human Performance

Enhanced Human Performance Training Design

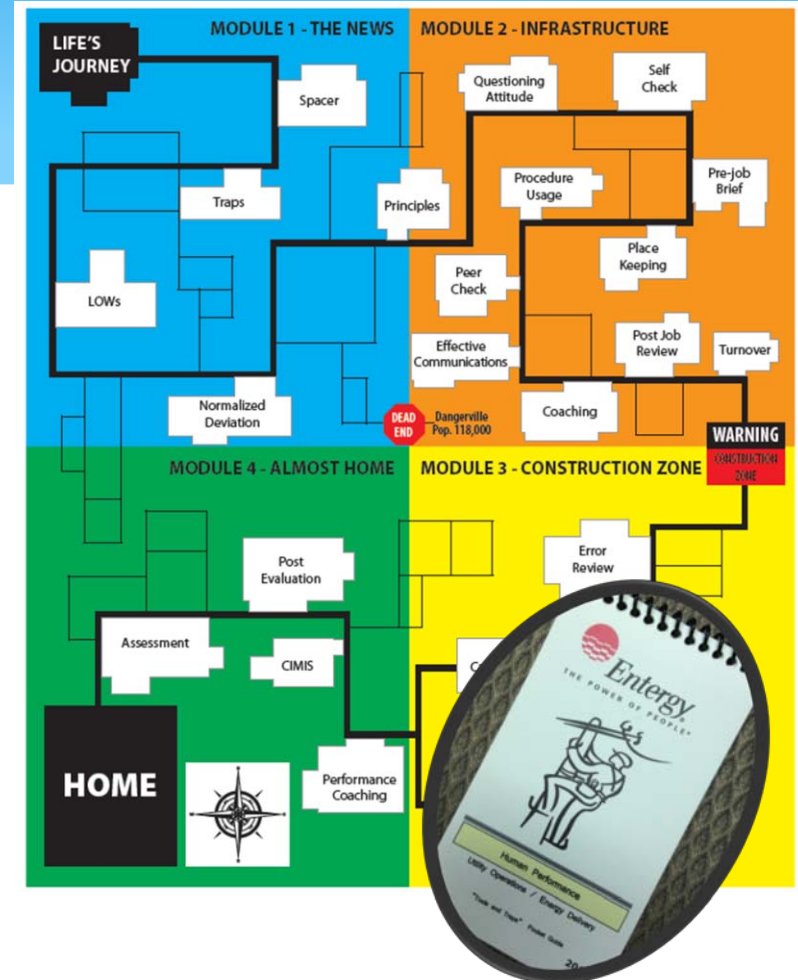
- * Development phase – design, pilot, rework
- * Eight hours of principles, traps, tools, and error review
- * Interactive and participative
- * Jeopardy, videos, case studies, team teaching/learning of tools
- * Material and Trainers must be outstanding



Enhanced Human Performance Training Logistics



- * 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



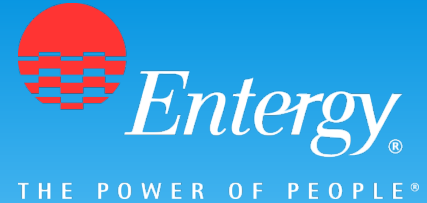
Enhanced Human Performance Training “Recipe for Success”



- * 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?



Contact Information:

David W. Bowman dbowma@entergy.com 225-305-5983

Donovan Guilbeau donovan.guilbeau@secofms.com 601-842-6873

Tom Harvey tom@alliedsafety.com 803-622-6717