

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



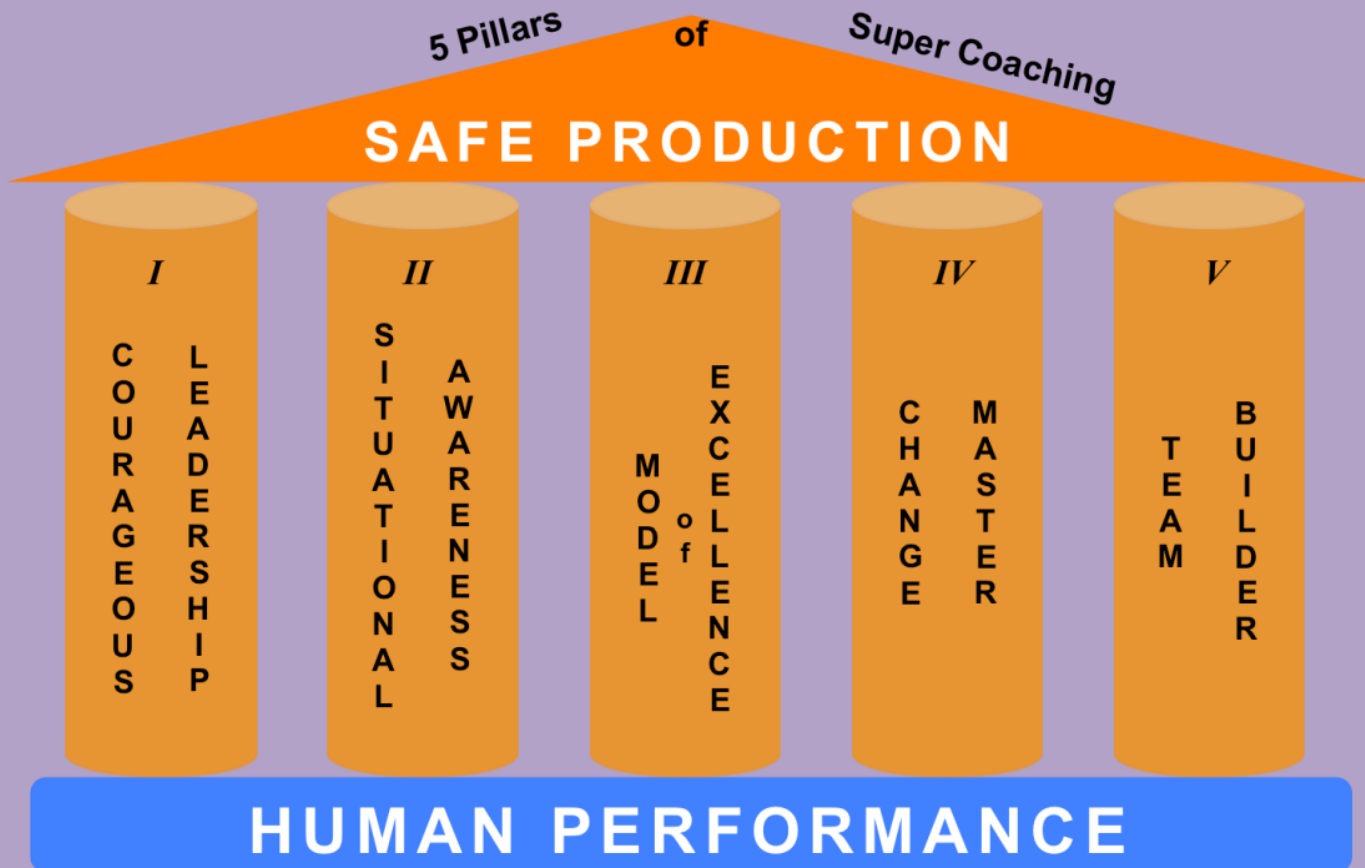
Leg 1-B: Infiltrate Every Phase of the Organization

- 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



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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