



Seven Practical Steps to Build a Culture of Safety and Human Reliability

An interactive workshop for technical experts in high-hazard industries

SUMMARY

Unwanted errors and surprises in workplaces like yours can threaten life and limb, ruin careers, and cost \$37 billion each year.

In this workshop, you'll apply fundamentals of these seven key steps successfully used by: pilots, firefighters, soldiers, and other high-reliability teams across the globe -- (1) Take a Learning-Based Approach. (2) Build Psychological Safety. (3) Lead After Action Reviews. (4) Transform Investigations. (5) Apply Classic Defenses. (6) Improve Systems. (7) Build Resilience.

You'll get practical techniques you can apply immediately, plus eye-opening insights you'll apply for years to come. [Watch this quick video -- https://vimeo.com/647808495](https://vimeo.com/647808495)



"We've been able to reduce the technical workforces' human error rate by more than 60% over a three-year period. Thanks, Jake!"

~ Mike Carden, Supervisor of 200+ Relay Technicians in an electric utility serving 1+ million customers

OBJECTIVES

After this workshop, you'll be able to:

1. Apply seven practical steps to build a culture of safety & reliability in your team
2. Avoid the hidden trap that teams fall into when they rely on classic error-prevention tools
3. Demonstrate three differences between the Control-Based approach to errors vs. the Learning-Based approach to errors

IDEAL FOR

Front-line and senior leaders in high-hazard industries like electric power utilities. Specialists in EHS, HSE, Human Performance, HOP, Incident Investigation, Event Analysis, Risk Control

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- 10 years experience in an electric power utility serving 1+ million customers
- Helped analyze over 300 incidents, errors, and other events
- 8 years as an Advisor & Speaker on Safety, Human Performance, and HOP
- Clients include: Energy Safety Canada, US Dept. of Energy, NERC & Chevron
- Served on high-reliability teams as a firefighter, EMT, and military paratrooper