



## What Problems Can We Solve Together?

- Our electric utility field teams had five (5) similar near misses last year. We're not sure why. Traditional safety stand downs aren't helping. How can we fix this problem?
- We lost over \$240,000 last year. Why? Simple miscommunications led to lots of preventable, frustrating, expensive errors. How can we reduce similar errors this year?
- We created a Near Miss Library. But almost nobody uses it. We don't know why. How can we get our people to use it & share valuable lessons learned?



*"We invited Dr. Jake to guide and facilitate a workshop among our hiring managers... **His facilitation process pulled the best information and ideas from our mixed-discipline group.** We look forward to working with him on our next complex problem."*

*~ John J. Kumm, P.E., VP of Field Services  
POWER Engineers*



### Good Fit:

Fast-paced, problem-solving workshops are perfect for small groups of leaders & experts who want practical answers to their toughest problems in just a few hours.



### Process:

You pinpoint the toughest problem you face related to: workplace errors, trust, reliability, safety culture, or Human Performance / HOP. I lead your team of 3-9 leaders and front-line experts through a fast-paced, engaging (and often fascinating) discussion to resolve it.



### Results:

You get 3-7 practical, high-value, low-cost, low-risk, process improvement(s) to resolve your problem. They include the best ideas from your team, plus the most practical solutions I've collected from working with 250+ teams like yours in the past 15+ years, including:

- How I helped a team of 200 technicians reduce errors by 60%
- How to increase Situational Awareness with "Scan & Focus"
- How to: Apply Defenses, Improve Processes & Build Resilience
- Four levels of decision-making from novice to expert