

# Seven Practical Steps to Build a Culture of Safety & Human Performance / HOP



## Seven Steps



A 1-2 hour keynote, plenary, breakout, or 4-8 hour workshop

### Burning Questions

- How often do workplace errors happen?
- How much do unwanted errors cost us?
- Why can't we just eliminate errors?
- Why don't people just follow procedures?
- What do the world's safest and most reliable teams do?

### Seven Practical Answers

In this fast-paced presentation, you'll hear powerful stories – some funny, some dramatic -- and you'll learn seven concrete, practical skills you can apply immediately in your teams. These seven steps are used by: pilots, firefighters, military paratroopers, air traffic controllers, electric power utility system operators, and other high-reliability teams across the globe.

- 1) Take a Learning-Based Approach
- 2) Build Psychological Safety
- 3) Lead After Action Reviews (AARs)
- 4) Transform Investigations
- 5) Apply Classic Defenses
- 6) Improve Systems
- 7) Build Resilience



*"We got more practical ideas from Jake than from any other keynote we can remember. **After dinner, we talked about Jake's presentation for more than TWO HOURS!** That led to **REAL** change when we returned to the plant."*

~ Maintenance & Reliability Leader at Xcelerate 2019