



Jake Mazulewicz, Ph.D.

Director of JMA Human Reliability Strategies, LLC

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*“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 the Xcelerate 2019 conference

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*“We engaged Jake as a keynote speaker for our company-wide safety conference. **Our leaders, from field foremen through executives, were unanimously impressed.** Our project managers and field foremen are starting to experiment with many of the practical ideas Jake taught us.”*

~ Fred Barlow, VP & CSO, Reliance Electric, Inc.

Seven Steps to Build a Culture of Safety and Human Reliability

A 60-minute keynote presentation

Many companies try to eliminate errors, but can't.

I show leaders in high-hazard industries why errors are signals, not failures, and how to address the deeper problem, so that everyone can work more reliably and safely.

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

- Unwanted errors and surprises in high-hazard industries can threaten life and limb, ruin careers, & sink reputations overnight.
- In this fast-paced presentation, your leaders learn fundamentals of seven key steps successfully used by: pilots, firefighters, paramedics, military paratroopers, and other high-reliability teams across the globe.
 - 1) **Take a Learning-Based Approach**
 - 2) **Build Psychological Safety**
 - 3) **Assess Risks & Hazards**
 - 4) **Apply Classic Defenses**
 - 5) **Improve Systems**
 - 6) **Build Resilience**
 - 7) **Lead After Action Reviews (AARs)**
- Your leaders get seven practical techniques they can apply immediately, plus many eye-opening insights on safety and human reliability they will apply for years to come.

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*“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+ Substation Relay Technicians in an Electric Utility

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*“**Jake has played an integral role in re-shaping culture & behaviors around safety and work planning...** the use of fail-safes, adaptive thinking and peer checks are becoming part of the way we do things.”*

~ Manager of Work Planning & Control at a Scientific Laboratory



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Additional Presentations



How to Build Trust and Expertise with After Action Reviews (AARs)

Discover the four core questions of an After Action Review, and get eight advanced tips. Participants will actually do a brief AAR, too.



How to Create Psychological Safety in High Hazard Industries

It’s the core of the most successful teams in the world. Learn three practical techniques you can apply immediately to create it in your team.



Scan & Focus: A Practical Way to Improve Situational Awareness

Over 60% of incidents involve a loss of Situational Awareness. Learn a simple, practical way that any team can improve it. Scan & Focus.

[See details of all presentations here.](#)

Each presentation is 45-90 minutes, and is available on-site or virtually.



Bio

- Jake served as the Human Performance (HP) Lead within a 3,600 person technical group in Dominion Energy.
- He advised executives, analyzed over 300 incidents, created a Near Miss Library that collected over 150 reports, and led a national team of specialists for 3 years.
- Since becoming a professional speaker and advisor in 2015, Jake has worked with:
 - US Department of Energy
 - North American Electric Reliability Commission (NERC)
 - ORCHSE Human & Organizational Performance (HOP) conference
 - IEEE / ESMO conference
 - Over 150 other client groups and conferences
- He presents nationwide, and travels from his home base near historic Richmond, Virginia.
- Jake earned his Ph.D. in Education, and served on high reliability teams as a firefighter, an EMT, and a military paratrooper.