

Major Courses

Critical Steps

A CRITICAL STEP is a human action that will initiate immediate, irreversible, intolerable harm to an asset, if that action or a preceding Risk Important Action (RIA) is performed improperly. This course teaches how to identify and manage these steps, emphasizing human oversight and operational safety to prevent mistakes and protect assets, all covered in 9 modules



HOP Event Reporting & Analysis (HERA)

The HOP Event Reporting and Analysis (HERA) course has been designed to help improve all investigation activities using the principles and concepts of Human and Organizational Performance commonly referred to as H&OP or simply, HOP. The purpose of the HERA Process course is to provide the student with an overview of basic investigative tools and techniques to better assist them in their quest to piece together the actions and associated drivers that led to an undesirable event. This course is focused on only one event investigation process, other event investigation analytic tools such as barrier analysis, change analysis, failure modes and effects will not be covered in this course.



Course Catalog

Critical Steps*

- Introduction*
- Critical Steps and its Attributes*
- How to Think about Human Performance Risk*
- Work Execution Process*
- Risk Important Actions*
- Performing Critical Steps*
- Managing Critical Steps*
- Annual Refresher*

Human Performance Tools*

- Introduction to HOP Core Tools*
- Self-Checking*
- Independent Verification*
- Concurrent Verification*
- Peer Checking*
- Formal Communication*
- Procedure Use and Adherence*
- Two Minute (Rule) Drill*
- Introduction to Pre-Work Discussions*
- Stop When Unsure and Questioning Attitude*
- Correct Component Verification*
- Pework Discussion*
- HOP Core Tools Final Exam/Refresher*

HOP Event Reporting & Analysis (HERA)*

- Introduction to HERA Process*
- HERA Data Collection*
- Quick HOP Event Initial Response*
- Active & Latent Pathways to Harm*
- Full HERA Investigation*
- Summary and Understanding*
- Annual Refresher*

Human Performance Fundamentals

- Introduction to HOP Principles and Practices
- HOP Fundamental Principles
- Human Error
- Error Precursors and Traps
- Performance Modes - GEMS Model
- Managing Risk with Defense-in-Depth
- Introduction to System Weaknesses
- Risk Management and Critical Steps
- Risk Important Actions
- Introduction to HOP Core Tools

Peer to Peer Coaching*

- Introduction to Peer Coaching*
- The Peer Coaching Process*
- Stop Work Authority/ Responsibility*
- Peer Coaching Summary*
- A Leader's Role for Peer Coaching*



Why Video Based Training?

- ✓ VERIFIED TRAINING QUALIFICATION AND UNDERSTANDING WITH COMPETENCY EXAM
- ✓ ON DEMAND TRAINING FLEXIBILITY FOR EMPLOYEES TO TRAIN AT INTERVALS
- ✓ CONSISTENT DELIVERY OF CONTENT VS DIFFERENT DELIVERY FROM DIFFERENT TRAINERS
- ✓ HIGHER RETENTION AND COMPREHENSION THAN OTHER ONLINE TRAINING COURSES
- ✓ REAL WORKERS IN REAL SITUATIONS CREATES A HUMAN CONNECTION
- ✓ FULLY MANAGED ONLINE CHAT, PHONE, AND EMAIL SUPPORT PROVIDED DURING DAY SHIFT HOURS AND AVAILABLE ANOTHER TIMES VIA EMAIL
- ✓ AUTOMATED RECORD KEEPING AND REPORTING FOR EMPLOYEES WHO HAVE COMPLETED THE TRAINING OR EXPORTABLE RECORDS TO EXISTING LEARNING MANAGEMENT SYSTEMS
- ✓ AUTOMATED STANDALONE AND REFRESHER TRAINING FOR ONGOING TRAINING
- ✓ CUSTOM AND SEMI-CUSTOM TRAINING TO INTEGRATE COMPANY SPECIFIC MATERIALS
- ✓ DEPLOY TRAINING TO THOUSANDS OF EMPLOYEES INSTANTLY WITH IMMEDIATE FEEDBACK ON RESULTS AND PERFORMANCE
- ✓ TRAIN REMOTELY EASILY 24/7 ON ANY SMARTPHONE, TABLET, OR COMPUTER
- ✓ REDUCTION IN LOGISTICS AND OVERTIME FOR ATTENDANCE. NO NEED FOR CLASSROOM SETUP & TAKE DOWN, SCHEDULING OR MAKE UP CLASSES

