



**Tennessee Valley Authority**  
**Human Performance Program Training**  
**Revision/Usage Log**

Rev. No.	Description Of Changes	Date	Pages Affected	Reviewed By
0	Initial Issue	09/06/10	All	
1	Revised the number of tools managed task contractors are tested on. From 8 to 5.	7/14/14	All	

- I. Program: Human Performance Program Training
- II. Course: Managed Task Contractor HU
- III. Lesson Title: Managed Task Contractor HU
- IV. Length of Lesson/Course: ??
- V. Training Objectives:

**A. Terminal Objective:**

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Upon successful completion of this course, the participant will demonstrate knowledge of Human Performance tools as presented in the course material. Successful completion requires 80% on a written exam.

**B. Enabling Objectives:**

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1. Given the information in this lesson, the trainee will describe the **basis** for each of the five focus Human Performance tools described in the lesson plan.
2. Given the information in this lesson, the trainee will describe the **when to use** each of the five focus Human Performance tools described in the lesson plan.
3. Given the information in this lesson, the trainee will describe the **behavior standard** expected to be applied when using each of the five focus Human Performance tools described in the lesson plan.
4. Given the information in this lesson, the trainee will describe the **at-risk behaviors to be avoided** when using each of the five focus Human Performance tools described in the lesson plan.
5. Given the information in this lesson, the trainee will describe the Roles and Responsibilities of employees related to Human Performance Tools.

### **C. Human Performance Tools (Focus Tools marked with \*\*)**

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1. Two-Minute Rule\*\*
2. Procedure Use and Adherence\*\*
3. Placekeeping
4. Independent Verification
5. Concurrent Verification
6. 3-Way Communication
7. Phonetic Alphabet
8. Touch STAR
9. Flagging/Operational Barriers
10. Peer Checking
11. First Check
12. STOP when unsure\*\*
13. Pre-Job Brief\*\*
14. Post-Job Review\*\*

### **D. Training Aids:**

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1. PowerPoint Presentation

### **E. Personal Protective Equipment (PPE):**

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1. None needed for classroom setting

### **F. Equipment:**

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1. Computer and projector or large monitor

**VI. Training Materials:****A. Appendices:**

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1. COO-SPP-03.1.14 Human Performance Tools

**B. Attachments:**

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1. Attachment A, HP Tools Student Handout

**VII. References:**

1. NPG Human Performance Handbook
2. COO-SPP-03.1.14, Human Performance Tools

## VIII. Introduction:

The purpose of this lesson is to increase the participants' knowledge of the Human Performance tools in the HU Tool Box. The fundamental knowledge gained by this training promotes a better understanding of the HU tools and how they are used to achieve event-free performance.

## IX. Lesson Body

### A. Roles and Responsibilities

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1. Plant Managers
2. Department Managers
3. Supervisors/Foremen
4. Employees
5. Procedure & Work Package Preparers

#### **INSTRUCTOR NOTES:**

**First**, ensure each person in the class has a copy of **Attachment A, Student Handout & Attachment B, and Procedure Use and Adherence overview.**

Stress with the class that the handout material is for each student to keep and encourage them to take notes as the material is presented.

Review "Instructor Notes" with class on each slide in PowerPoint presentation.

After reviewing the notes each slide with the class, engage them in a discussion of the information just presented. Discuss any misunderstandings they might have while reinforcing the basis, use, behavior standards and at-risk behaviors for each of the tools as presented in the training material.

**Record any obstacles perceived by the class to full implementation of the HU tools.** Provide that information - no names, just issues - to management and supervisors. This information will be used when addressing future HU training.

**Objective 5** Given the information in this lesson, the trainee will describe the Roles and Responsibilities of employees related to Human Performance Tools

Review section 3.1 of 2.COO-SPP-03.1.14 F

## B. Use of Human Performance Tools

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1. Two Minute rule
  - a. Basis
  - b. When to use the tool
  - c. Behavior standard
  - d. At risk behaviors to avoid
2. Procedure Use and Adherence
  - a. Basis
  - b. When to use the tool
  - c. Behavior standard
  - d. At risk behaviors to avoid

### **INSTRUCTOR NOTES:**

Continue the review and discussion of each of the tools, engaging the group to a point you have confidence their level of understanding meets the learning objectives.

**Objective 1** Given the information in this lesson, the trainee will describe the basis for each of the eight focus HU tools described in the lesson plan.

**Objective 2** Given the information in this lesson, the trainee will describe the when to use each of the eight focus HU tools described in the lesson plan

**Objective 3** Given the information in this lesson, the trainee will describe the behavior standard expected to be applied when using each of the eight focus HU tools described in the lesson plan

**Objective 4** Given the information in this lesson, the trainee will describe the at-risk behaviors to be avoided when using each of the eight focus HU tools described in the lesson plan

3. STOP when unsure
  - a. Basis
  - b. When to use the tool
  - c. Behavior standard
  - d. At risk behaviors to avoid
4. Pre-Job Brief
  - a. Basis
  - b. When to use the tool
  - c. Behavior standard
  - d. At risk behaviors to avoid
5. Post-Job Review
  - a. Basis
  - b. When to use the tool
  - c. Behavior standard
  - d. At risk behaviors to avoid

**INSTRUCTOR NOTES:**

**Objective 1** Given the information in this lesson, the trainee will describe the basis for each of the fourteen HU tools described in the lesson plan.

**Objective 2** Given the information in this lesson, the trainee will describe the when to use each of the fourteen Hu tools described in the lesson plan

**Objective 3** Given the information in this lesson, the trainee will describe the behavior standard expected to be applied when using each of the fourteen HU tools described in the lesson plan

**Objective 4** Given the information in this lesson, the trainee will describe the at-risk behaviors to be avoided when using each of the fourteen HU tools described in the lesson plan

**Discuss “Instructor Notes” on slide 49.**

Feedback to plant management and supervisors any obstacles perceived by the class to full implementation of the HU tools. This information will be used when addressing future HU training.

## C. Closing

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### 1. Positive Control

## X. Summary

After participating in this training, the trainee has increased their knowledge of Human Performance Tools. The trainee has described each of the five focus tools for contractors, the basis for the tools, when to use the tools, the behavior standard for the tools, and the at-risk behaviors to avoid when using the tools. The trainee understands that “event-free performance” is the only acceptable standard. The participant understands the meaning of “positive control”.

## XI. Appendix A:

See: HU\_Tools\_Tool\_Box\_GREEN\_R1.pdf