Major Courses

Critical Steps

This course is designed to help optimize the success of human performance, encompassing safety, reliability, productivity, quality, profitability, and more, while simultaneously acknowledging and controlling inherent hazards. What is a Critical Step? A Critical Step is a human action that will trigger immediate, irreversible, and intolerable harm to an asset, if that action or a preceding action is performed improperly. Critical Steps happen every day at work and at home. Work does not happen otherwise. How do you manage Critical Steps in your Organization?

Coaching to Enhance Performance®

Coaching to Enhance Performance (CTEP) is a proactive observation and coaching process designed to develop an engaged thinking workforce through a collaborative learning environment. The importance of an effective observation and coaching processes cannot be overstated when it comes to sustainable strong performance. In HRT's experience, there have been many incidents prevented and lessons learned that came from an effective observation and coaching session.

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.

Precision Execution

Our Precision Execution model and methods, provide a balanced approach that recognizes failure paths and identifies who must do what, when failure occurs, and creates clarity about what must absolutely go right to be successful. This course is designed to create a paradigm shift in thinking about risk management, risk perception, hazards, and hazard recognition to achieve your company's desired safety goals. Your organization will develop an understanding of how to leverage these principles and practices to improve your overall efficiency and quality, while simultaneously reducing the cost of human error when high-risk work is performed.

Trigger Training®

Our unique High Reliability Trigger Training® course utilizes a variety of real-life case studies from "various" industries to illustrate how each student can learn to easily identify visible "triggers" that preceded an undesirable event. We have found that sensitivity comes through education and reinforcement of the principles and practices provided in our course. Data collected from undesirable events has allowed us to create four unique categories of Triggers. Each student will not only learn the four types of Triggers, but they will also be able to effectively leverage this information to proactively prevent an event in real-time. Trigger identification and proper resolution can eliminate the undesirable events you are currently experiencing by enhancing your Stop Work Responsibility/Authority.

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*

Coaching to Enhance Performance®

Introduction
Why Coach?
Coaching Vs Counseling
Coaching Human Performance & Safety
Shaping the Behaviors you want in your Organization
Enhancing your Observation Skills
Reinforcement and Interventions
CTEP Observation and Feedback Process
Measuring Outcomes of Coaching
CTEP Summary
CTEP Worker Awareness
Annual 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*

Trigger Training®

Triggers Defined and Described
Organizational Weaknesses
Questioning Attitude
STOP When Uncertain
Summary and Check for 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

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*
Prework Discussion*
HOP Core Tools Final Exam/Refresher*

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*

Precision Execution

Closing the Risk Perception Gap
Defense in Depth "The CBS Strategy"
Critical Steps & Risk Management
Risk Important Actions
Precision Execution Module
Summary and Check for Understanding
Annual Refresher

*Supervisor Version Available