

Aug 15th, 3:15 PM - 4:45 PM

No Time Like the Present: Introducing the Next Generation of Human Factors

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Kern, Tony Ed.D., "No Time Like the Present: Introducing the Next Generation of Human Factors" (2017). *National Training Aircraft Symposium (NTAS)*. 46.
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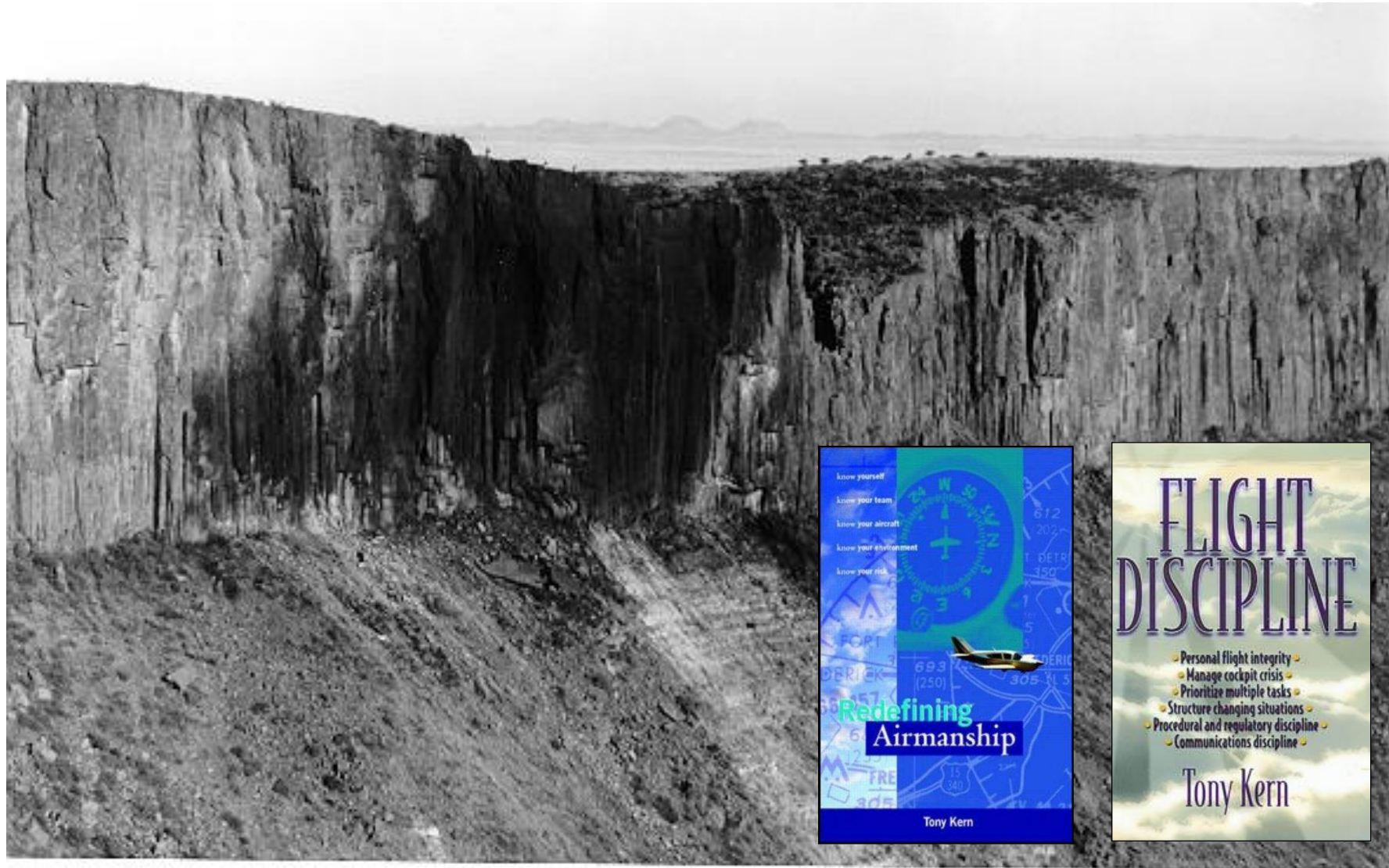
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No Time Like the Present Introducing the Next Generation of Human Factors

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Origins 1 - 1992



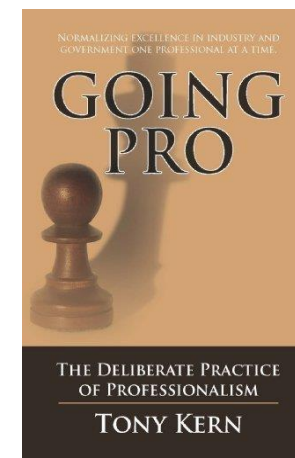
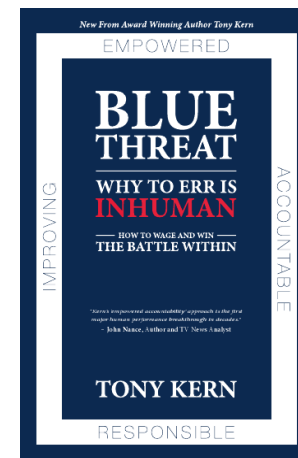
Origins 2 – 2003

“Tony, why do smart, well trained, experienced professionals with great records, make dumb mistakes and kill themselves or ruin their reputations?”

Jon “Dog” Davis, Colonel (now Lt Gen) , USMC



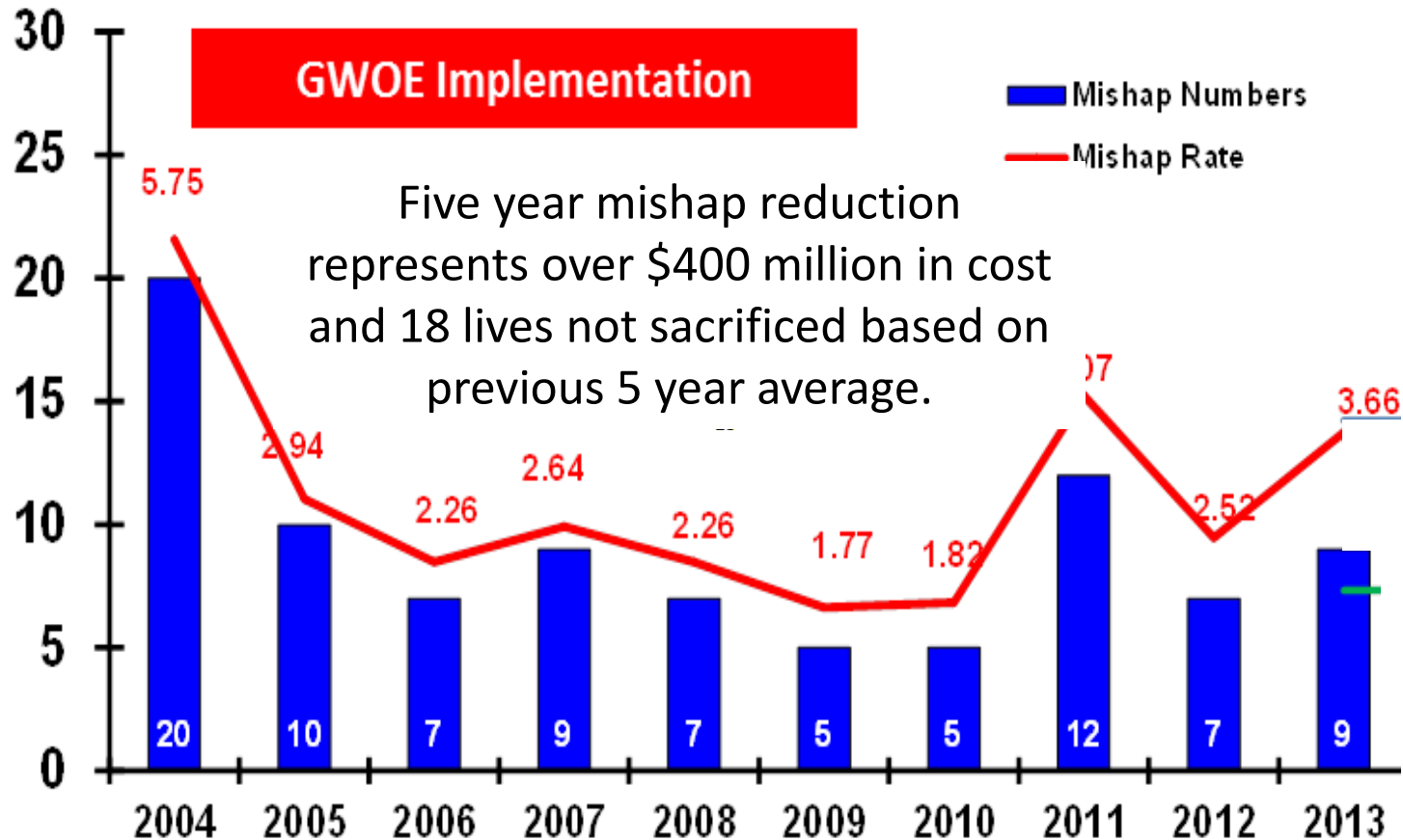
GLOBAL WAR ON ERROR



This is personal for me.



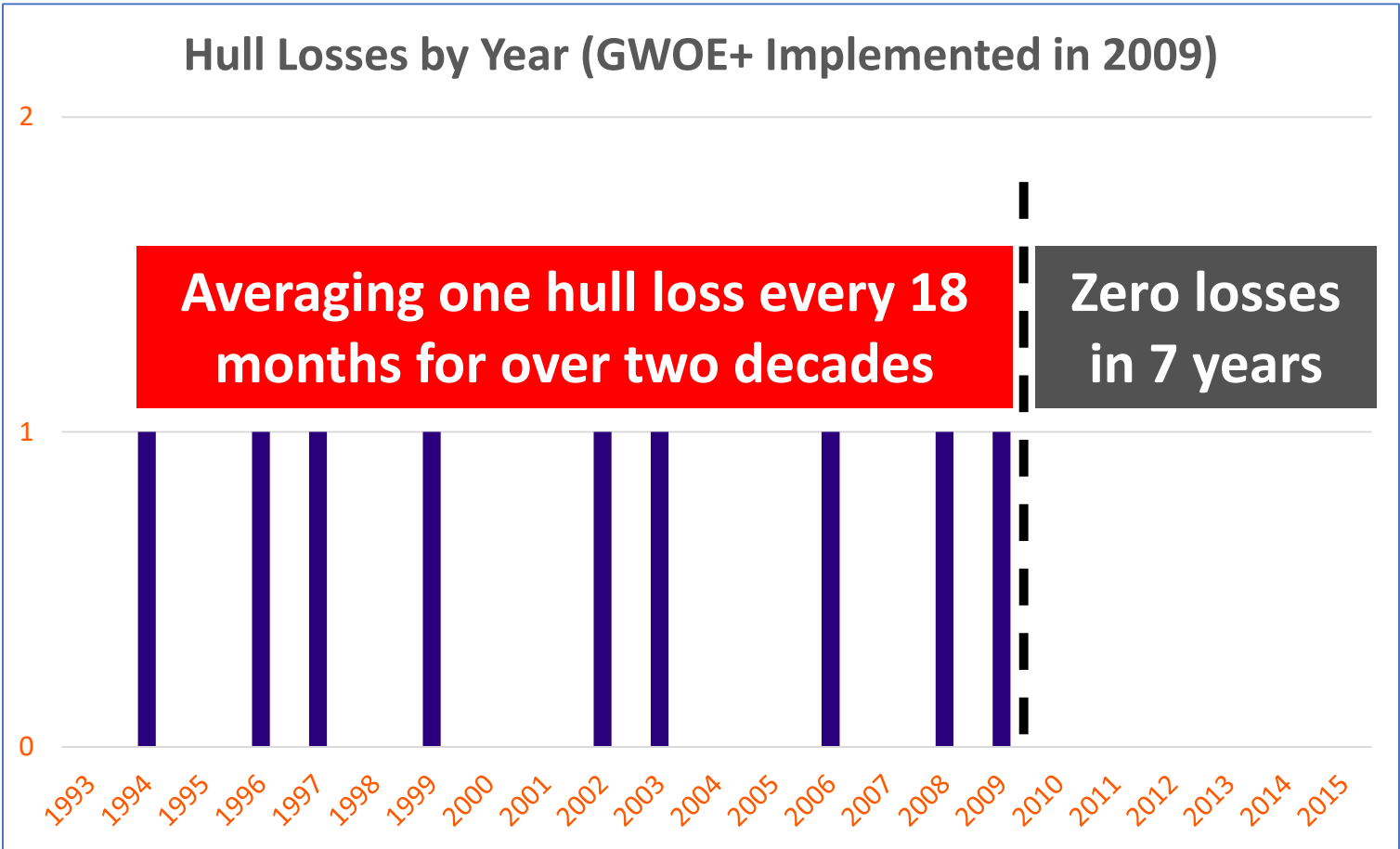
Success Stories (1)



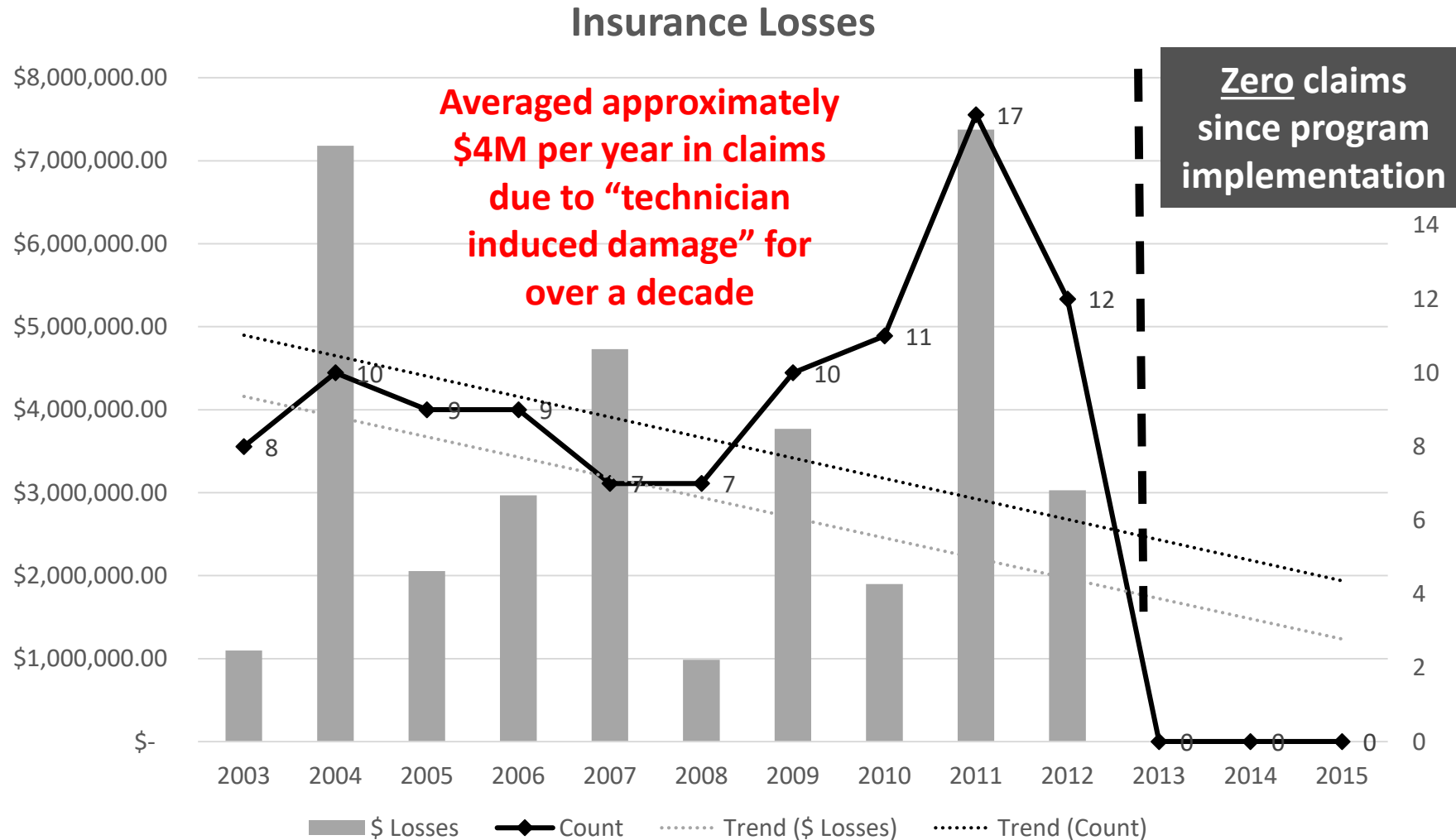
US Marine Corps Aviation Class A Mishap Rate Before and After GWOE Implementation

(Source: US Navy Safety Center)

Success Stories (2): FedEx



Success Stories (3): OEM Maintenance Service Centers



Why Now?

- Massive generational handoff
- New hires, new Captains, influx of new maintenance technicians
- LOSA identified noncompliance issues
- Airline Safety And Federal Aviation Act Of 2010

What's New?

- Personal accountability training to combat noncompliance
- Peer to peer accountability training, shift in “world view”
- Continuous improvement process to combat complacency
- Vaccinate and indoctrinate new hires against negative cultural norms
- Mobile platform delivery systems for microlearning
- Simplified debriefs
- Level IV Professionalism to develop mentors
- ALL sits at the base of 5th Generation CRM/TEM model

Personal Accountability Training

- Deep dive into Error Producing and Violation Producing Conditions
- Personal Error Pattern recognition
- “Life skill first – job skill second” decreases resistance



Peer to Peer Accountability - Change the Perspective

Multicultural World Views on Compliance

- **Power – Fear.** “If/then” accountability based solely on outcomes. The culture of a war lord or gang leader.

- **Guilt – Innocence.** The typical model of compliance-based organizations. Measures against a minimum standard and determines accountability when things go wrong.

- **Honor – Shame.** Eastern philosophy leveraged by Deming and others to drive the quality leap in 1980s Japan. Do the right thing right, and for the right reasons. We do it for each other and those who count on us. It’s not just what we do, it’s *who we are*.

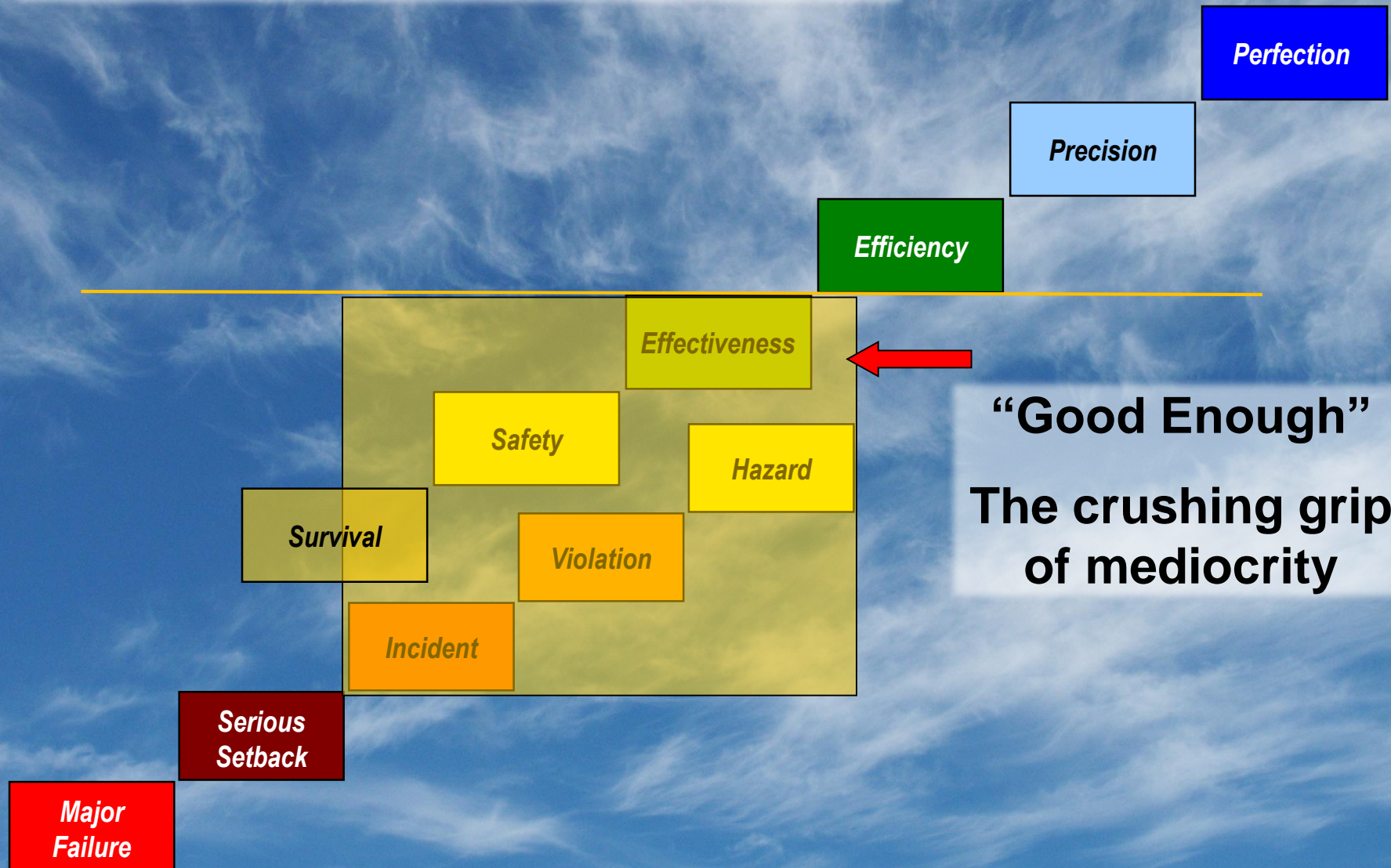
Vaccinate and Indoctrinate New Hires

“You have a ton of potential, but you won’t ever realize it until you lock down your compliance and start practicing precision across the board.

You will be tested on the line, and see examples of sloppiness and noncompliance. How you respond to that will determine your long term success and job satisfaction. That’s how we do it here in our airline now. Be a part of it.”



Continuous Improvement Process



Mobile Platform Delivery Systems for Microlearning



19 JAN 16



19 JAN 16

The *Debrief*

Address the following topics at the conclusion of a specific phase of flight or post flight (FOM 3.70).

1. Safety/UAS

Were safety margins eroded?

2. Threats and Errors

Did we prepare? Did we repair?

3. Standards

Did we violate SOPs? If so, why?

4. Unanswered Questions/ Unresolved Issues

What happened that we didn't fully understand?

5. Improvement Opportunities

What can I learn from this flight to be better on the next flight?

It's About Respect Between Peers!

Simplified Debriefs

Level IV Professionalism

Seek to Grow into a “Game Changer”

Give back to others

Game Changer

IV

Reaching full potential

Expert

III

Follow all the rules

Complier

II

Earn a living

Member

I

“My true best effort, every time,
in full compliance.”



**Stop the bleeding
from self-inflicted
avoidable errors**

**Activate latent
potentials to “grow
where you are”**

**Optimum performance
and continuous
improvement**

