



HUMAN PERFORMANCE: ITS ROLE IN OPERATIONAL AND SAFETY EXCELLENCE

Bruce Bolger, CSP, CMHH

OVERVIEW

Humans by definition are fallible. Studies show that the likelihood of a serious event being linked to human performance is 90 - 95% versus equipment failure 5 - 10%. Opportunities exist to significantly raise awareness in employees leading to behavior change. This program is designed to raise awareness to those behaviors that put our employees, operations and the public at risk. The presenter uses videos and personal stories to engage the audience in this interactive program.

OBJECTIVES

- > **Enhanced self-awareness in identifying human behaviors that lead to “at risk” states.**
- > **Techniques to positively shape employee behaviors and prevent incidents.**
- > **Implementation strategies that take Human Performance to the next Level.**



ABOUT BRUCE BOLGER



Bruce Bolger is a Safety Professional focusing on Human Performance, Leadership, Quality, Productivity and Safety. Bruce has 38 years' experience working with high performance work teams including Nuclear Power, Construction, Manufacturing, Sales and Utilities. As a Certified Safety Professional and Certified Hazardous Materials Manager, Bruce has worked as a VP in Construction and as a Safety Director for the largest Utility in New England. Bruce has been a Leadership Academy Instructor for Northeast Utilities training on culture change and Supervisor and Manager Development.

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