

Activity: What's That You Say?

Directions:

Please approach this task as you would every job (every day, every time) using the Human Performance Tools for Excellence.

Instruct your lab partner on how to place the colored puzzle pieces into the wooden square according to these instructions. Keep in mind, one mistake—one block in the wrong position or placement in the wooden base—might have catastrophic consequences.

1. Place piece A in the upper, right-hand corner such that A15 is in the corner.
2. Place piece E in the lower, right-hand corner such that E16 is in the corner.
3. Place piece D in the lower, left-hand corner such that D17 is in the corner.
4. Place piece G in the upper, left-hand corner such that G18 is in the corner.
5. Place piece F in the space between pieces A & G such that F9 is next to A1 and F10 is next to G13.
6. Place piece B such that B12 is next to A1.
7. Place piece C such that C6 is next to E8.

Facilitators Key: What's That You Say?

- Give the instructions to the person who is going to be reading them and remind the participants to apply the Human Performance Tools they just learned.
- When facilitating this activity, do not stop the team from making a mistake, but rather, ask them what they could have done differently to avoid the mistake. Ask open-ended questions that lead them to understand the benefits of:
 - Applying a pre-job briefing (using the S-A-F-E-R Model)
 - Having a Questioning Attitude
 - Three-way Communication
 - Use of the Phonetic Alphabet

