

HUMAN PERFORMANCE READING LIST

Rev: January 2025

1) Managers and Business Leaders Reading List:

INPO Human Performance Documents:

- INPO 06-003 Rev 2 Human Performance Reference Manual 2022
- INPO 07-006 Human Performance Tools for Managers and Supervisor December 2007
- INPO 09-011 Achieving Excellence In Performance Improvement September 2009
- INPO 15-008 Achieving High Levels of Human Reliability July 2015

Collins, Jim. [Good to Great](#). 2001

Dekker, Sidney. [The Field Guide to Understanding Human Error](#), 2006

Dekker, Sidney. [Just Culture](#). 2008

Gonzalez, Rey, ["Coaching to Enhance Performance: How Successful Leaders Create Sustainability Differently"](#), 2023

IAEA-TECDOC-1329. [Safety culture in nuclear installations](#). 2002

Weick, Karl & Kathleen Sutcliffe, [Managing the Unexpected: Resilient Performance in an Age of Uncertainty](#). 2007

Woods, David & Dekker, Sidney, et. al., [Behind Human Error](#). 2010

2) Practitioners Reading List:

Basic –

[DOE Human Performance Handbook, Vol. 1](#). Concepts and Principles. 2009

[DOE Human Performance Handbook, Vol 2](#). Human Performance Tools for Individuals, Work Teams, and Management. 2009

INPO Human Performance Documents:

- INPO 06-002 Human Performance Tools for Workers 2006
- INPO 06-003 Rev 2 Human Performance Reference Manual 2022
- INPO 07-006 Human Performance Tools for Managers and Supervisor December 2007
- INPO 05-002 Human Performance Tools for Engineers and Other Knowledge Workers February 2007
- INPO 09-011 Achieving Excellence In Performance Improvement September 2009
- INPO 15-008 Achieving High Levels of Human Reliability July 2015
- Any other relevant INPO documents that relate to HU

IAEA Nuclear Energy Series

- [Managing Human Performance to Improve Nuclear Facility Operation, No. NG-T-2.7](#)
- [IAEA-TECDOC-1479 - Human performance improvement in organizations: Potential application for the nuclear industry](#) 2005

Conklin, Todd, [Pre-accident Investigation](#) 2012

Conklin, Todd. [Pre-Accident Investigations Better Questions: An Applied Approach to Operational Learning](#) 2016

Conklin, Todd, [The 5 Principles of Human Performance: A contemporary update of the building blocks of Human Performance for the new view of safety](#) 2019

Conklin, Todd. [New Ideas for Old Problems: A Human Performance Approach to Sustainable Change](#) 2024

Dekker, Sidney. [The Field Guide to Understanding Human Error](#), 3rd edition, 2014

Dekker, Sidney. [The Field Guide to Human Error Investigations](#). 2002

Dekker, Sidney; Conklin, Todd, [Do Safety Differently](#) 2022

Daniels, Aubrey. [Bringing Out the Best in People](#). 1999
 Edwards, Bob [Bob's Guide to Operational Learning: How to Think Like a Human and Organizational Performance \(HOP\) Coach](#) 2020
 Murphy, James. [Flawless Execution](#). 2006
 Reason, James. [Managing the Risks of Organizational Accidents](#). 1997
 Senders, John et al. [Human Error: Cause, Prediction, and Reduction \(Applied Psychology Series\)](#) 1991
 Subalusky, WT, [The Observant Eye: Using it to Understand and Improve Performance](#) 2007
 Sutton, Brent; Cowger, Bobby; Lyth, Jeffrey; and 4 more [HOP Beginners Guide To Doing Safety Differently \(3 book series\)](#) 2024

Intermediate-

American Institute of Chemical Engineers, [Guidelines for Preventing Human Error in Process Safety](#) 2004
 Chabris, C and Simon, Dan, [The Invisible Gorilla: How Our Intuitions Deceive Us](#) 2011
 Fisher, Rob. [Understanding Mental Models: Practically Applying Performance Modes, Systems 1&2, and GEMS](#) 2022
 Gawande, Atul. [The Checklist Manifesto: How to get Things Right](#). 2011
 Gonzales, Rey, [Coaching to Enhance Performance: How Successful Leaders Create Sustainability Differently](#), 2023
 Hollnagel, Erik. [The ETTO Principle – Efficiency-Thoroughness Trade-Off](#). 2009
 Hallinan, Joseph, [Errornomics: Why We Make Mistakes and What We Can Do to Avoid Them](#) 2009
 Hallinan, Joseph, [Why We Make Mistakes: How We Look Without Seeing, Forget Things in Seconds, and Are All Pretty Sure We Are Way Above Average](#) 2010
 Hollnagel, Erik. [Barriers and Accident Prevention](#). 2002
 Hylenski, Paul, [Error-Proofing Humans: A Comprehensive Methodology for Understanding and Reducing Human Error](#) 2023
 Muschara, Tony, [Risk-Based Thinking: Managing the Uncertainty of Human Error in Operations](#) 2017
 Muschara, Tony; Ferris, Ron; and Marinus, Jim, [Critical Steps](#) 2021
 Reason, James. [The Human Contribution](#). 2008
 Reason, James. [A Life in Error: From Little Slips to Big Disasters](#) 2017
 Reason, James, [The Human Contribution: Unsafe Acts, Accidents and Heroic Recoveries](#) 2008
 Rhona Flin. [Safety At The Sharp End](#). 2008
 Rothwell, William J., [Human Performance Improvement \(Improving Human Performance\)](#), 2011
 Rothwell, William J., [Human Performance Improvement \(Building Practitioner Performance\)](#) 2018
 Wiseman, Richard. [The Luck Factor](#). 2004

Advanced –

Dekker, Sidney, [Ten Questions About Human Error: A New View of Human Factors and System Safety](#) 2004
 Dekker, Sidney. [Drift Into Failure](#). 2011
 Dekker, Sidney, [Safety Differently: Human Factors for a New Era](#) 2014
 Dekker, Sidney, [The Safety Anarchist: Relying on human expertise and innovation, reducing bureaucracy and compliance](#) 2017
 Dorner, Dietrich. [The Logic of Failure](#). 1997
 Gilbert, Thomas, [Human Competence - Engineering Worthy Performance](#) 2013

Hagen, Jan U, [How Could This Happen?: Managing Errors in Organizations](#) 2018

Harbour, Jerry L., [Lean Human Performance Improvement](#) 2017

Herrero, Leandro. [Viral Change](#). 2008

Hofman David and Frese Michael (Eds), [Errors in Organizations \(SIOP Organizational Frontiers Series\)](#) Hollnagel, Erik, et. al.. [Resilience Engineering – Concepts and Precepts](#). 2006

Hollnagel, Erik, [Human reliability analysis: Context and Control \(Computers and People\)](#) 1994

Hollnagel, Erik, et. al. [Resilience Engineering in Practice](#). 2011

Hollnagel, Erik, [Safety-I and Safety-II: The Past and Future of Safety Management](#) 2014

Hollnagel, Erik, [Safety-II in Practice: Developing the Resilience Potentials](#) 2017

Hollnagel, Erik FRAM: [FRAM: The Functional Resonance Analysis Method: Modelling Complex Socio-technical Systems](#) 2017

Hollnagel, Erik, [Synesis: The Unification of Productivity, Quality, Safety and Reliability](#) 2020

Leveson, Nancy, [Engineering a Safer World: Systems Thinking Applied to Safety \(Engineering Systems\)](#) Perrow, Charles. [Normal Accidents: Living With High-Risk Technologies](#). 1999

Reason, James. [Human Error](#). 1990

Roe, Emily et al., [High Reliability Management: Operating on the Edge \(High Reliability and Crisis Management\)](#) 2008

Schein, Edgar. [Organizational Culture and Leadership \(4th Edition\)](#). 2011

Senge, Peter. [The Fifth Discipline](#). 2006 (second edition)

Taleb, Nassim Nicholas. [The Black Swan: The Impact of the Highly Improbable](#). 2010 (second edition)

3) Continuous Learning for personal development

Agnew, Judy and Daniels, Aubrey. [Safe by Accident](#) 2010

Alston, Greg. [How Safe is Safe Enough?](#). 2004

Bazerman, Max H. and Watkins, Michael T. [Predictable Surprises: The Disasters You Should Have Seen Coming, and How to Prevent Them](#) 2008

Video link: <https://www.youtube.com/watch?v=MuxEobK9wdQ>

Berger, Warren. [A More Beautiful Question: The Power of Inquiry to Spark Breakthrough Ideas](#). 2014

Burnett, Dean [Idiot Brain: What Your Head Is Really Up To](#) 2017

Casey, S.M. [The Atomic Chef: And Other True Tales of Design, Technology, and Human Error](#). 2006

Casey, S. M. [Set Phasers on Stun: And Other True Tales of Design, Technology, and Human Error](#). 1998

Cavnar, Bob. “[Disaster on the Horizon: High Stakes, High Risks, and the Story Behind the Deepwater Well Blowout](#).”

Clear, James, [Atomic Habits: An Easy & Proven Way to Build Good Habits & Break Bad Ones](#) 2018

Conklin, Todd. [Simple Revolutionary Acts: Ideas to revitalize yourself and your workplace](#) 2004

Conklin, Todd. [Workplace Fatalities: Failure to Predict: A New Safety Discussion on Fatality and Serious Event Reduction](#) 2017

Conklin, Todd. [When the Worst Accident Happens: A Field Guide to Creating a Restorative Response to Workplace Fatalities and Catastrophic Events](#) 2020

Connors, Smith, and Hickman. [The Oz Principle: Getting Results Through Individual and Organizational Accountability](#). April 2004.

Connors, Smith, and Hickman. [Change the Culture, Change the Game: The Breakthrough Strategy for Energizing Your Organization and Creating Accountability for Results](#), 2012

Eagleman, David. [The Brain: The Story of You](#). 2015.

Edmondson, Amy: Links to articles about psychology, behaviors and learning.

- https://www.google.com/?gws_rd=ssl#safe=active&q=amy+edmondson+psychological+safety
- Elliot Paul; Folsom, Al, [Exemplary Performance: Driving Business Results by Benchmarking Your Star Performers](#) 2022
- Gladwell, Malcom. [Blink: the Power of Thinking Without Thinking](#). 2007
- Harbor, Jerry, [Lean Human Performance Improvement](#) 2017
- Jaques, Elliot. [Requisite Organization: A Total System for Effective Managerial Organization and Managerial Leadership for the 21st Century](#). 1998
- Johnston, Neil (Author), James Reason (Author), Rob B. Lee (Author), Daniel E. Maurino (Author, Editor) [Beyond Aviation Human Factors: Safety in High Technology Systems](#) 1998
- Kahneman, Daniel, [Thinking, Fast and Slow](#) 2013
- Kahneman, Daniel, [Noise: A Flaw in Human Judgment](#) 2021
- LeGault, Michael R., [Think!: Why Crucial Decisions Can't Be Made in the Blink of an Eye](#) 2006
- Levitt, Steven and Dubner, Stephen. [Superfreakonomics: Global Cooling, Patriotic Prostitutes, and Why Suicide Bombers Should Buy Life Insurance](#). 2011
- Levitt, Steven and Dubner, Stephen. [Freakonomics](#). 2009
- Marguglio, BW (Ben), [Human Performance Improvement through Human Error Prevention: A Comprehensive Implementation Guide for Protecting Employees and Maintaining Cost Efficiency](#) 2021
- Marx, David. [Whackamole – The Price We Pay for Expecting Perfection](#). 2009
- Mohler, Al. [The Conviction to Lead: 25 Principles for Leadership That Matters](#). 2012
- Nance, John. [Why Hospitals Should Fly](#). 2008
- Norman, Don, [The Design of Everyday Things](#) 2013
- Pershing, James, [Handbook of Human Performance Technology](#) 2006
- Petroski, Henry. [To Forgive Design – Understanding Failure](#). 2012
- Subalusky, WT, [The War on Error: A Hospital Field Manual](#) 2017
- Schein, Edgar H. [Humble Inquiry: The Gentle Art of Asking Instead of Telling](#). 2013
- Simon Sinek, Simon. [Start with Why: How Great Leaders Inspire Everyone to Take Action](#). December 27, 2011
- Spear, Steven, [The High-Velocity Edge: How Market Leaders Leverage Operational Excellence to Beat the Competition](#) 2010
- Sutton, Brent; McCarthy, Glynis; Robinson, Bret; Conklin, Todd; [The Practice of Learning Teams: Learning and improving safety, quality and operational excellence](#) 2020
- Sutton, Brent; Robinson, Bret; Lyth, Jeffrey; Conklin, Todd; [Learning from Everyday Work: New View of Safety Discussion White-paper](#) 2021
- Sutton, Brent; McCarthy, Glynis; Robinson, Bret; Conklin, Todd; [Operational Learning Journal for HOP and Learning Teams](#) 2022
- Sutton, Brent; Lyth, Jeffrey; Robinson, Brent; Bryant, Josh & 4 more. [4Ds for HOP and Learning Teams: A practical how-to guide to facilitate learning from everyday work, critical and dynamic risks with the 4Ds](#) 2023
- Syed, Matthew, [Black Box Thinking: Marginal Gains and the Secrets of High Performance](#) 2023
- Taleb, Nassim, [Anti-Fragile: Things That Gain from Disorder](#) 2014
- Vaughan, Diane, [The Challenger Launch Decision: Risky Technology, Culture, and Deviance at NASA](#) 1996
- Wiseman, Liz, [Multipliers, Revised and Updated: How the Best Leaders Make Everyone Smart](#) 2017
- Zwieback, Dave, [Beyond Blame: Learning From Failure and Success](#) 2015