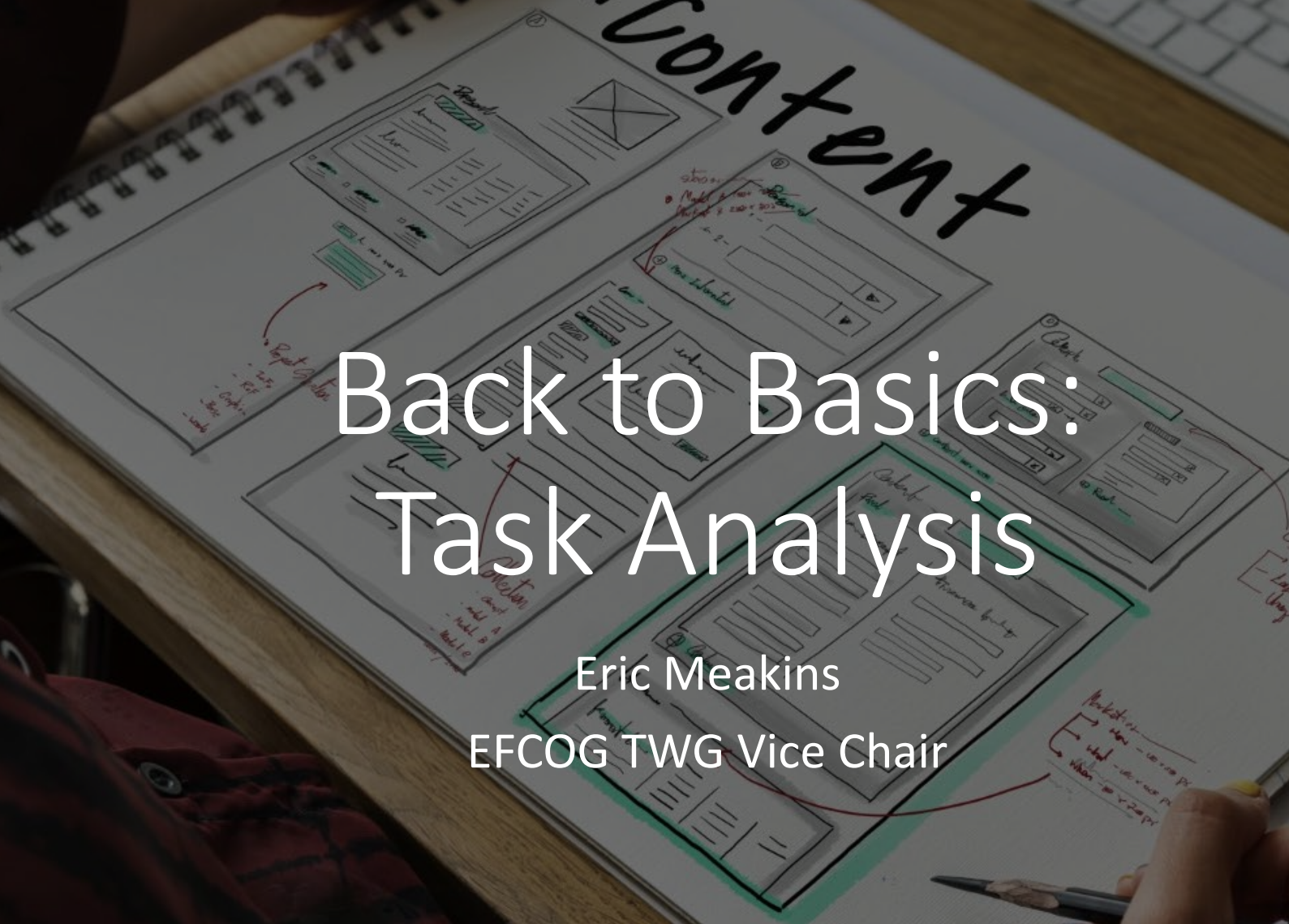# Back to Basics: Task Analysis

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EFCOG TWG Vice Chair

Introductions

- Name
- Site
- Time in Training

Back to Basics

Reinforce the importance of a Task Analysis

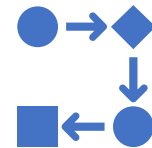Define the need of starting course revisions from the Task Analysis

What is a Task Analysis?

What do you do?

How do you do it?

What procedures do you use?

What courses cover what you do?

Why is a Task Analysis Important?

DOE-STD-1070-94

A systematic analysis of job requirements is conducted to provide reasonable assurance that all tasks that are essential to safe and efficient operation are addressed by the training program. Subject matter experts, line management, and training staff develop and maintain a valid facility-specific task list as the basis for the training program. The facility-specific list of tasks selected for training is reviewed periodically and updated as necessary by changes in procedures, facility systems/equipment, job scope, and advances in technology.

Its what all training products are based on

What is the issue?

- Training products are derivative products
  - Limiting the scope of the changes to the product excludes the information that led to the course structure
  - Courses or procedures that covered key information for the Task Analysis may no longer exist or cover the same things.

Biased reviews

Recency bias

Primacy bias

Halo/horns effect bias

Centrality/central tendency bias

Leniency bias

Similar-to-me bias

Idiosyncratic rater bias

Confirmation bias

Recency bias

What does it mean?

- We haven't had an issue with that lately
- Consequences weren't painful

How do we combat?

- Involve Subject Matter Experts for impacted areas
- Lessons Learned

Primacy bias

What does it mean?

- Failure to revise when situation changes

How do we combat?

- Monitoring
  - Procedure reviews
  - Job shadowing

Halo/horns effect bias

What does it mean?'

- Positive or negative association with work or personnel involved

How do we combat?

- Involvement by the primary user

Centrality/ central tendency bias

What does it mean?

- Grouping towards the average.

How do we combat?

- Involvement of newly qualified/qualifying personnel as well as SMEs

Leniency bias

What does it mean?

- Taking everything at face value

How do we combat?

- Reconcile tasks against published documents
  - Procedures
  - Training
  - Lessons Learned

Similar-to-me bias

What does it mean?

- Overvaluing the things that we can relate to

How do we combat?

- Reconciling against documents
- Independent DIF scoring

Idiosyncratic rater bias

What does it mean?

- People are poor raters of others.

How do we combat?

- Ensure involved parties are rating their understanding rather than how they perceive others might perform.

Confirmation bias

What does it mean?

- Looking for the answers that have already been decided on
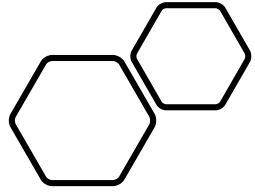
How do we combat?

- Involvement of all stakeholders
- Reconcile tasks against published documents
  - Procedures
  - Training
  - Lessons Learned

Training Materials Changes

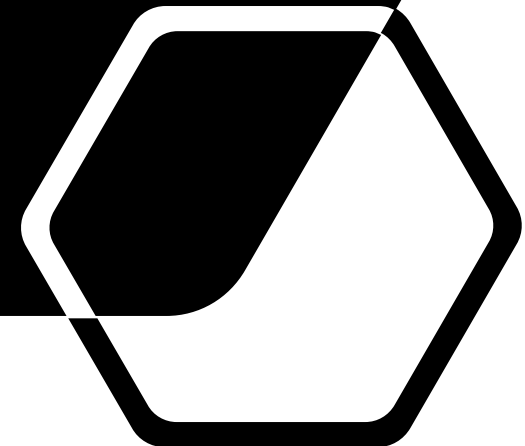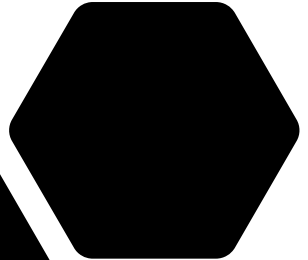- Redlined qualification cards
- Procedure cancellation
- Periodic review

Activity

- Discuss times that a course has become disconnected from a prerequisite / interrelated or procedures and the process you used to correct it.

Conclusion

- Robust Task Analysis and reviews for course changes are a keystone to products that address the training needs of every generation of worker.