

Human behaviour and performance tools during supervisions

- Objective

- Attendees will learn and practice tools to improve team performance.
- Participants will work on productive and constructive communications in supervisions and field work.
- Leadership for safety will be practiced and applied to real situations.

- Brief Curriculum

Topics to be covered (4 days).

- Emotional Intelligence and Leadership.
- Supervisor skills
 - Field observations
 - Feedback
 - Positive reinforce
 - Corrections
- Human Performance Tools
 - Effective communication
 - Verification practises
 - Procedure use and adherence
 - Questioning attitude
 - Pre-job / post job meetings
 - Knowledge workers tools

*Application into real environment by Human Factor Simulator.

- Target group

Nuclear Professionals and Researchers

- Management - All management activities related to the plant life cycle, providing all aspects of NPP safe operation, i.e. policies, decision-making, etc.
- Operation - Overall operation of the plant, plant control & systems, routine operations (start up, shutdown), emergency actions and safety-related operations
- Maintenance - Overall maintenance of the plant and equipment (mechanical, I&C, electrical), regular check ups
- Engineering and technical support - Technical support, modifications, complete testing, reactor physics, chemistry, fuel-related and other support services
- Radiation protection - Radiation monitoring
- Design - Plant and system design, analysis and procurement activities
- Research & Development - Development of processes, systems, equipment and prototype testing
- **Training/Instructors** - Combination of activities, including coaching and instructions, with the purpose of preparing an individual or a team to perform a specific task or job, or series of jobs, through achieving a set of training objectives.

- Qualification requirements

- There are no specific academic qualification requirements.
- Familiarity with high-risk work environments
- Good verbal and written English skills

- Host organisation

Tecnatom, Spain

Kozloduy NPP, Bulgaria

- Language

The working language of the course is English.

Depending on the needs of the students, the course could be updated by teaching with translators or running the courses for local trainers in the **train the trainers** form..

- Duration

Four days with classroom and human factors simulator work (Kozloduy)

- Contact details

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