



Electrical Transmission & Distribution Partnership

Continuing Education Course -Questioning Attitude

Presenter Guide

- 4th Quarter 2017

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Introduction

This “Questioning Attitude” continuing education course is presenter led. The presenter may augment the material with videos, handouts or other media to enhance the learning experience. The presenter may incorporate visual aids and/or personal experience to enhance the presentation.

Using this material in combination with practical experience, good presentation skills and knowledge of adult learning techniques, the presenter has a greater opportunity to deliver the information effectively.

Edgar Dale stated that 2 weeks after a learning event, adult learners remember:

- ✓ 10% of what they read
- ✓ 20% of what they hear
- ✓ 30% of what they see
- ✓ 50% of what they see and hear
- ✓ 70% of what they say
- ✓ 90% of what they say while performing a task

Microsoft® PowerPoint® combined with good instructional skills and instructor/student dialogue work strongly in the fifty to seventy percent range. PowerPoint® presents the information to the attendee and the instructor summarizes the content of the slides. It is critical to engage and involve the attendee in the process. Ask open-ended questions that will elicit conversation and discussion, but be cautious to maintain control of the discussion.

Conversation and scenarios are good, but can cause the discussion to run long. If it seems like the group is losing focus during the course, the facilitator can direct the group back on track by using comments like “This is a great discussion, but let’s get back to the subject at hand”.

Another tool is the “Parking Lot” which is simply a newsprint chart, dry erase board, or note pad where the presenter records questions that are not answered or comments not addressed during the meeting and that may require more research. It is vital to capture any ongoing discussions or questions on the “Parking Lot” and follow up when the information is known.

There is a single page handout, which accompanies this material. This refresher is to be delivered in the fourth quarter of 2017. Delivery time is approximately 30 minutes to one hour. It is critical that the presenter familiarizes himself or herself with the material prior to delivery.

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Slide 1

Time-Out for Safety

Questioning Attitude

Continuing Education Module
4th Quarter 2017

PARTNERSHIP

Introduce the topic.

Slide 2

Human Performance

What?
When?
How?
Where?
Who?
Why?

Questioning attitude

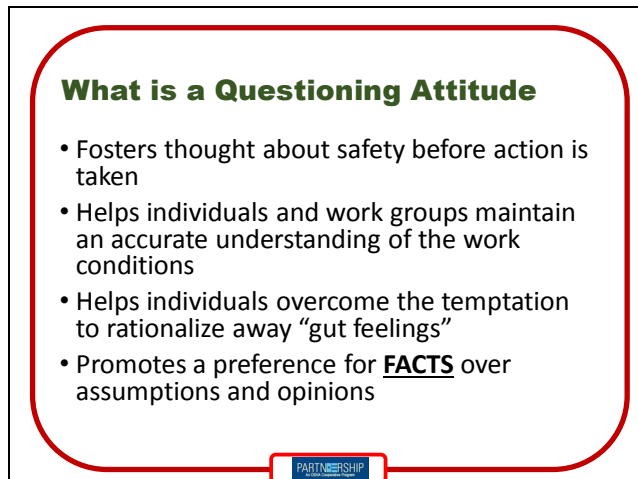
- Ever encountered unexpected results while performing a task?
- Ever had the feeling of uncertainty or doubt?
- Ever have that “gut feeling” that something wasn’t right?
- Ever heard the words: “I Assume,” “Probably,” “I Think,” “Should Be,”?

By utilizing a Questioning Attitude we can greatly reduce unwanted outcomes when faced with these situations.

PARTNERSHIP

Explain that the use of a Questioning Attitude in any organization can greatly reduce assumptions that lead to unwanted events. Use this tool at the activity level as well as the preplanning and preparation level.

Slide 3



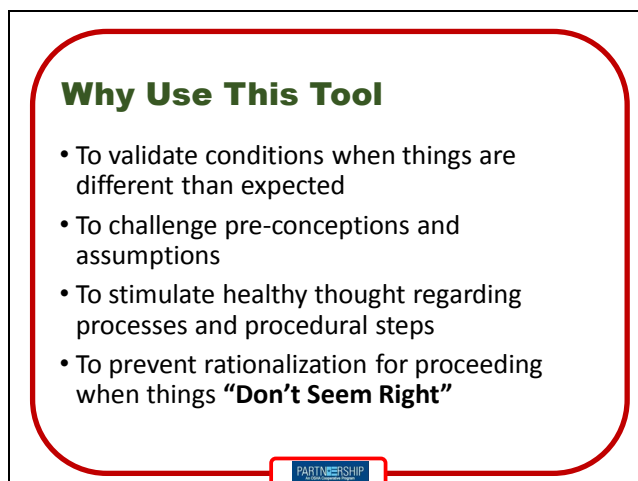
What is a Questioning Attitude

- Fosters thought about safety before action is taken
- Helps individuals and work groups maintain an accurate understanding of the work conditions
- Helps individuals overcome the temptation to rationalize away “gut feelings”
- Promotes a preference for **FACTS** over assumptions and opinions

Adopting a questioning attitude fosters thought about safety and helps individuals and work groups maintain an accurate understanding of the work conditions at any given time.

When utilized during the pre-job planning process and at the activity level, this tool will overcome an individual’s temptation to rationalize away “gut feelings” that something is not right. A healthy questioning attitude promotes a preference for **facts** over assumptions and opinions. Questions such as “What if?” or “Why is this okay?” help improve recognition of improper assumptions and possible mistakes.

Slide 4



Why Use This Tool

- To validate conditions when things are different than expected
- To challenge pre-conceptions and assumptions
- To stimulate healthy thought regarding processes and procedural steps
- To prevent rationalization for proceeding when things “**Don’t Seem Right**”

Explain that this tool can be used in many different scenarios surrounding our personal and professional lives. We have all been in situations where we have had a “gut feeling” that something is not right. Alternatively, we **assumed** it was the correct procedure only to find out later it was not. Utilize this tool when faced with these situations


Complete list of Why Use This Tool

- To validate conditions when things are different than expected
- To challenge pre-conceptions and assumptions
- To stimulate healthy thought regarding processes and procedural steps
- To consider actions and assumptions from differing perspectives
- To prevent rationalization for proceeding when things “don’t seem right”
- To identify waste and non-value added activities
- To minimize the potential for making mistakes

Slide 5

When to Use This Tool

- Before performing critical steps
- When experiencing uncertainty or doubt
- When experiencing a “gut feeling”
- After encountering unexpected results
- Upon hearing the DANGER WORDS:
 - “I Assume”, this is the correct way.
 - “Probably”, we should do it this way.
 - “I Think”, this is the correct way.
 - “Maybe”, they wanted it done like this.
 - “Should Be”, right.



Utilize this tool during the planning and preparation phases of work as well as at the activity level. When we experience uncertainty within or from others, we should STOP and start seeking the FACTS.

Complete List of When to Use This Tool

- During Self-Checking
 - “Think” step of S.T.A.R. Stop, Think, Act, Review.
- Before performing critical steps
- When making a decision about an important activity
- When experiencing uncertainty or doubt
- When experiencing a “gut feeling”
- When conflicts or inconsistencies exist between plans, procedures and actual conditions
- After encountering unexpected results
- After discovering missing information or resources
- Upon hearing the DANGER WORDS: “I Assume,” “Probably,” “I Think,” “Maybe,” “Should Be,” “Not Sure,” “Might,” “We’ve Always”…….

Who & Where to Use This Tool

- Utilized throughout the entire organization
- From Work Planning to Activity Level
- Adds an additional layer of defense to our safety systems
 - JHA's/TSA's
 - Pre-Job Briefings
 - Project Controls

PARTNERSHIP

Use this tool throughout the entire organization. Use it from the work planning and preparation level to the work activity level. When utilized as layer of defense in our safety systems and operation systems, it will aid in eliminating the **ASSUMPTIONS** that lead to unwanted events. Explain that this tool is not solely for improving the safety and health of our workforce, but if utilized it can also have a positive impact on our operations as well.

How to Use This Tool

- **STOP WHEN UNSURE!**
- Be aware when things “don’t seem right” and pursue an answer as to why
- Consider the “what if’s” prior to taking action
- Offer challenging questions in the spirit of helpfulness and caring
- Be open and receptive to being questioned by others
- **NEVER ASSUME ANYTHING!**

PARTNERSHIP

Use this tool to seek the **FACTS** over **ASSUMPTIONS**. Without sufficient facts, the performer or work group should stop the activity to address an unpredictable work situation that could lead to a serious mistake or unwanted outcome.


Complete list of How to Use This Tool

- **STOP WHEN UNSURE!**
- Verbalize all questions so others can hear and consider
- Be aware when things “don’t seem right” and pursue an answer as to why
- Consider the “what if’s” prior to taking any action or making any decision
- Be deliberate in constructively questioning the thoughts/assumptions of others
- Offer challenging questions in the spirit of helpfulness and caring
- Be open and receptive to being questioned by others
- **NEVER ASSUME ANYTHING!**

Slide 8

Review

- One of the many Human Performance tools that workers and work group can utilize to prevent unwanted outcomes
- When utilized it can eliminate or greatly minimize uncertainty, confusion or doubt
- Promotes a preference for FACTS over ASSUMPTIONS
- When coupled with existing Safety and Operational Systems, this tool can significantly reduce the potential for an unwanted outcome.



Review the material.

Slide 9

Injury Free Takes You and Me!



Target

Safety

