

AERO Specialized Industry Coaching Overview

Once the initial training deployment of Advanced Error Reduction in Organizations (AERO) has been completed, the next phase that organizations navigate is integration. Our team of AERO specialists are always available to help organizations integrate AERO concepts into the day to day workflow to achieve the desired sustainable results. See below how we work with organizations to integrate AERO concepts.

1. AERO Integration Week

AERO specialists spend a dedicated week with key stakeholder groups of the organization reviewing the company's internal processes and tools, and suggesting places to integrate the concepts without jeopardizing the science.

The goals of the AERO Integration week are to:

- Ensure that the client / location / facility has the capability to sustainably integrate the concepts of AERO into their current processes
- Improve processes that do not contain AERO elements
- Create processes that need to be in place to provide sustainable improvements

The goal is not to add work to what is already a difficult set of tasks for the client but more to enhance the current processes that will be improved. Typically, they will neither be deleted nor replaced.

Here are some examples of the forms and processes that are usually improved in the AERO integration week:

- Pre-task briefs and safety / quality / operations meetings
- Verification checklist
- Management of change
- Validation checklist
- Management and behavior based observations
- Minor-Incident analysis
- Risk matrix
- High-risk procedures

2. AERO Integration Coaching Support

We recognize that all organizations are unique and need assistance in different ways. AERO integration coaching support is designed and executed listening to the evolving needs of the organization without ever compromising the goal of integrating the concepts so that self-sufficiency is achieved. Some of the tasks and focus areas associated with this process are outlined below:

- Help create, establish, mentor and coach core teams that lead AERO integration
- Review current procedures and co-facilitate procedure review with the workforce to ensure AERO principles are engrained
- Coach field workers to identify and avoid error traps (overconfidence, distractions, multi-tasking, etc.) and to recognize which performance mode they are working in
- Learn to leverage their strengths and manage their potential limiters
- Observe for organizational “Drift” and redirect accordingly
- Personal coaching focused on how to support AERO
- Improve processes that do not contain AERO elements
- Develop standards and practices for supervisors to handle unplanned work/interruptions
- Facilitate relevant After Action Reviews (debriefs) to ensure AERO lessons are learned and applied
- Conduct periodic pulse checks to assess integration and determine gaps