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Consulting / Sub-contracting Assignments at Idaho National Laboratory

Duane Hymer Associates, Idaho Falls, Idaho

January 2005 - June 2007

May 2007: Developing Hazard Scenarios tailgate (informal training) into a Lesson Plan for Subject Matter Expert of BEA-INL, Energy and Environmental (Science and Technology).

Result: Multiple sources for developing a hazard scenario combined into one lesson plan: divided into levels of prerequisite knowledge, so researchers new to developing hazard scenarios participate in full content and practice session, while researchers with more experience developing hazard scenarios participate in a review and practice session. The material is referenced to supporting documentation, as well as summarized as an Organizer within one Table, rather than three separate Tables.

April 2007: Review and update R2A2s and training matrix for Ph.D. Research and Development Science and Technology scientists: Complete set of "Guides" for Independent Hazard Review Chairperson; R&D Environmental, Safety, Health, and Quality Manager; and R&D Environmental, Safety, Health, and Quality Engineer;

Result: Validating documents with Subject Matter Experts, discovered that valid and current R2A2s did not exist; thus, the creation of the R2A2s are required; these R2A2s flow into the Training documents matrix, defining the type of training required for each position.

March 2007: Converting Instructions (Procedures and Exhibits) into html or web-based format for System Integrated Management System;

Result: Recommendations for improvements to the structure of the content in the interface based on my knowledge of human cognitive processing. Improvements requested in functionality of the editing tool resulted in Subject Matter Expert's "stop work" order until improvements to the editing tool completed. Another Subject Matter Expert invited me to write instructions for using editing tool.

February 2007: Validate Task Analysis and Evaluation Training for Reactor Operator and Senior Reactor Operator for an Experimental or Testing Nuclear Reactor Plant: Idaho National Laboratory.

Result: Importance of Peer Reviews is accentuated for designing/developing technical skills training.

January 2007: Knowledge Management and Embedded Learning Applications within Idaho National Laboratory's Science and Technology Information (STI or STIM) Intranet Application for research scientists. STI is used by research scientists to enter scientific/technical publications per company

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(Battelle Energy Alliance) and Department of Energy regulations. My task is to work with an ad hoc team in applying my knowledge in cognitive processing and embedded learning solutions to streamline this above procedure and improve usability of this intranet application for the INL. Interview end-users and implement solution(s); my task is to be completed by January 31, 2007.

Result: Interviews with research scientists and administrators as end-users, review of data-bases, while maintain focus of the primary objective is aiding research scientists validate Scientific and Engineering Eminence. Battelle's senior management is reconsidering company's definition of Scientific Eminence.

January 2007: Human Performance Improvement (HPI) Survey—Assist with baseline data analysis for 400 personnel within three organizations/units at the Idaho National Laboratory. Personnel's comments on surveys categorized and formatted for private publication to organization/unit management.

Result: Personnel's personal comments on HPI survey were tabulated and formatted for publication in newsletter format for private dissemination to management. Results provide baseline measures.

January 2007: ISD team consultant for above on-site education program at the Idaho National Laboratory for Nuclear Power Plant Operators: "Creating a High-Performance Team."

Result: Objectives and Content being reviewed with Trainer/Instructor for updates to course. Workshop well received; format considered as Template for site-wide Leadership Training.

December 2006: Technical Specialist Team Member for analysis of Human Events for previous year February 2005 through December 2006 at the Idaho National Laboratory. Assessment Inventory was classified. Assessment Inventory designed for Nuclear Energy Power Plant and tested in transfer to Industrial Operations settings. This assessment inventory instrument is designed to track Error Types and Performance Shaping Factors (precursors and sub-events leading to Errors--established as baseline data; this analysis specifically identified/isolated human decisions and behaviors).

Result: Sixteen Human Events, out of 119 occurrences, were sampled in this analysis.

September 2006: Design and developed e-learning for FAIRS: (Federal Aviation Interactive Reporting system), technical writing for end-user's instructions, and analyze software interface for usability. E-learning content is delivered via Captivate 2.0 and the Idaho National Laboratory's Application Simulator (SQL database; ColdFusion, XHTML, CSS website). Note: within FAIRS context, I was not a programmer; I provided Instructional Design, or design via Instructional Technology: designed and developed the e-learning material: objectives, content, skill-check, and evaluations. My skill set is instructional design for complex cognitive skills (van Merriënboër's 4C/ID Model), and digital multimedia, with additional

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beginning skills in ActionScript 2.0 Object-based Programming Language, and ColdFusion. FAIRS completed November 2006

Result: E-learning design is performance and knowledge based, with skill check, leading to certification. Final delivery included approximately four modules: 60 minutes of web-based instruction. The importance of effective team communication is paramount for such projects.

July 2006: Guide undergraduate intern students in analyzing results of a baseline survey within Science and Technology Directorate, and write first draft of whitepaper offering detailed suggestions for improving the safety culture for the Science and Technology Directorate;

Result: context: a team of four undergraduate students scored a human performance survey of ~300 research scientists, analyzed data, summarized conclusions, prepared and delivered two presentations to research scientists, offering broad recommendations, as well as drafted a report of their findings and conclusions. Intern students acknowledged my professional skill in team building, facilitation, delegation, and coaching.

July 2006: Training Analyst: Idaho National Laboratory;

Result: Working experience within the Idaho National Laboratory evaluating all proposed policy, procedures to a formal measure to determine if training, and what type of training, will be required before implementation of policy or procedures.

July 2006: ISD suggestions for a one to two-hour presentation to Associate Laboratory Directors and Managers on the value of ordering Human Performance Reviews;

Result: Recommended a Performance-oriented training design for managers to work through the steps of a Human Performance Review (Human Events). My recommendation was "scraped" by Directorate's order to the Staff Trainer for "a less formal" training, in favor of a traditional presentation. The Staff Trainer's presentation was not well received as a waste of the Associate Director and Managers' time. Lesson Re-enforced: real-life, scenario-based design is always the first order.

June 2006: Training Analyst: Analyze the Charter for the Training Control Change Board, which is responsible for all Training between the Idaho National Laboratory and the Idaho Cleanup Project;

Result: Creation of flow charts and diagrams for depicting formal structure, rules, and procedures for decisions defined by above Charter.

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January 2006: Facilitated 15-hour two-day class for students at the Idaho National Laboratory for Nuclear Power Plant Operators: "Creating a High Performance Team."

Result: Likert rating of 4-5 (out of 5) for "how would you rate the Instructor."

January 2005 – June 2005: Instructional Systems Development/Design (ISD) team member in designing training for adult students enrolled in the on-site education program at the Idaho National Laboratory for Nuclear Power Plant Operators: "Creating a High-Performance Team."

Result: A two-day (15 hour) course teaching, modeling, and evaluating Leadership Skills for high stress work team. Lesson Learned: importance for real-life, scenario-based learning environments and the use of simulations as a "second best" learning environment is understood.