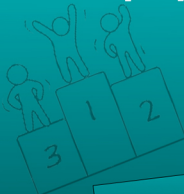


Principles of Human Performance.

Dr Todd Conklin. 2019



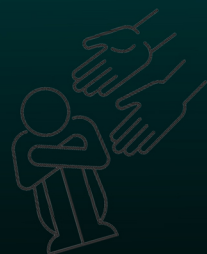
1. People make mistakes.



2. Blame fixes nothing.



3. Context drives behaviour.



4. Learning is vital.

5. Response matters.



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