

Workgroup: How to Select Your Next Console Operator



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Agenda

- **What is it that makes the Console Operator job unique ?**
- **What are some of the latest scientific findings about this job ?**
- **How should you select your next Console Operator ?**
- **LIVE Workgroup Discussion**

Short Video - Refinery Console Operator



What Are Some Things That You Observed About This Job ?



What Is It That Makes This Job Unique ?

What Makes the Console Operator Job Unique

◆ High Information Processing Demands



What Makes the Console Operator Job Unique

◆ Visual Displays



What Makes the Console Operator Job Unique

- ◆ **Interface Separates the Person From the Process**



What Makes the Console Operator Job Unique

◆ Long Training Times



What Makes the Console Operator Job Unique

◆ Grave Consequences of Error



EXPLOSIONS



SPILLS



PROPERTY
DAMAGE

What Makes the Console Operator Job Unique

◆ Stressful



Our Scientific Findings



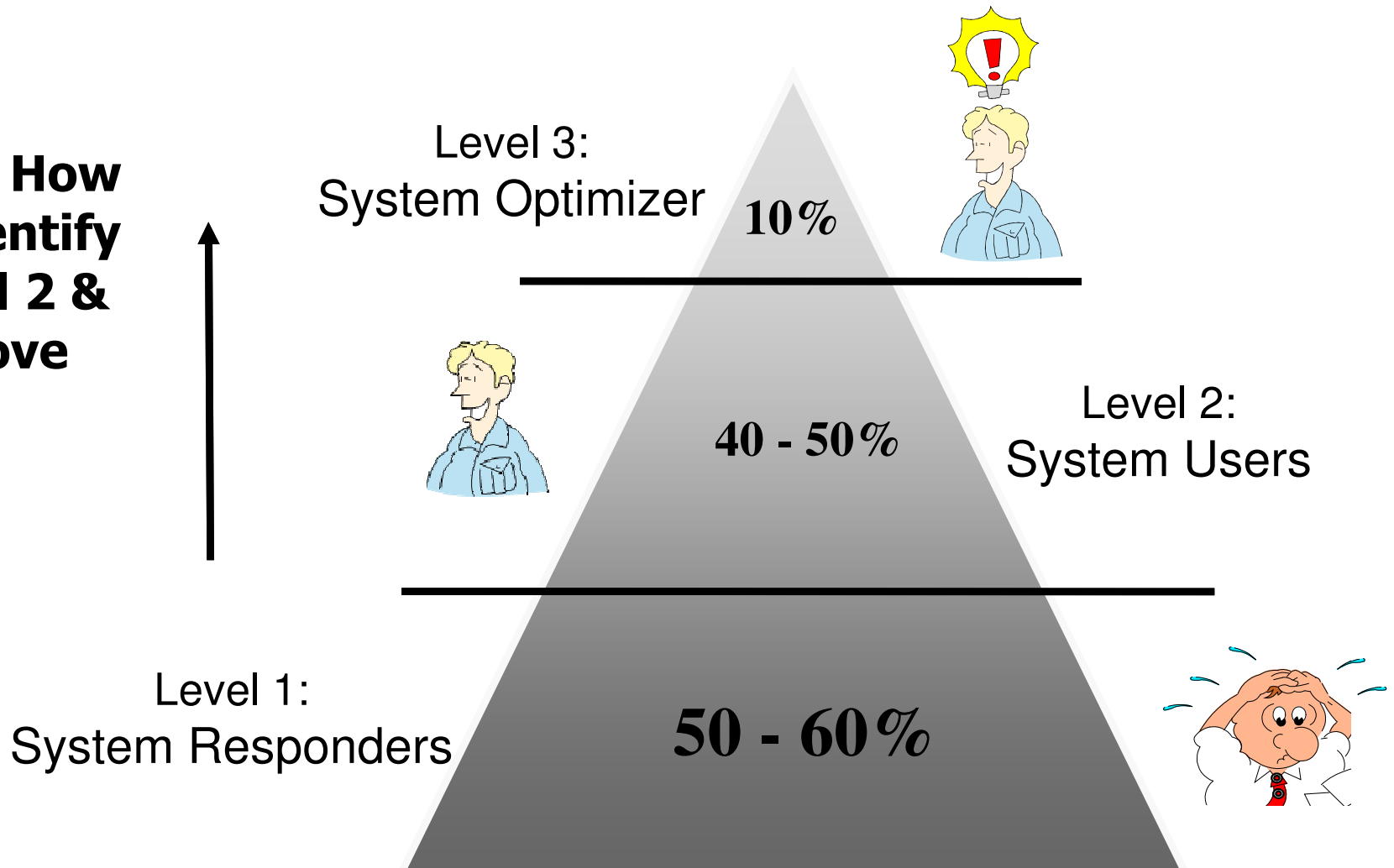
- **Based on Over 40 yrs of Research and Hands-On Operations Experience**
- **Job Analysis Studies at Dozens of Companies**
- **Refining, Chemical, Pipeline, Oil & Gas, Utilities**

Our Findings: Key Console Operator Abilities

- **Selective Attention** - focusing during busy and slow periods
- **Problem Sensitivity** - determining when something is likely to go wrong
- **Time Sharing** - shifting between several things that need attention
- **Deductive Reasoning** - figuring out the cause of a problem
- **Resistance to Premature Judgment** - avoiding "over-operating" the system
- **Response Orientation** - quickly choosing among several actions
- **Visualization** – forming a mental image of the system; "seeing the big picture"
- **Speed of Closure** - making sense out of large amounts of information quickly

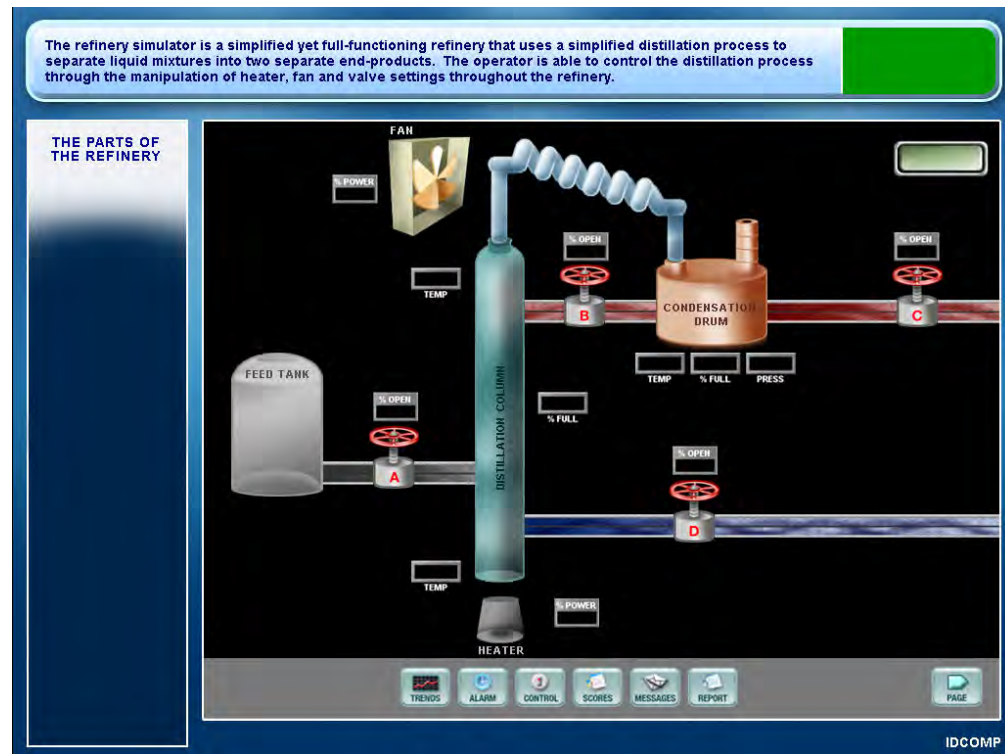
Our Findings: Not Everyone is Suited for This Job

Goal: How to identify Level 2 & above

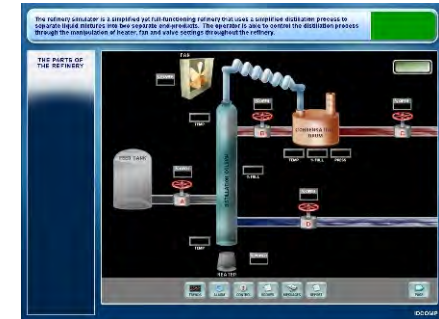


What is COBRA?

Console Operator Basic Requirements Assessment



What is COBRA?

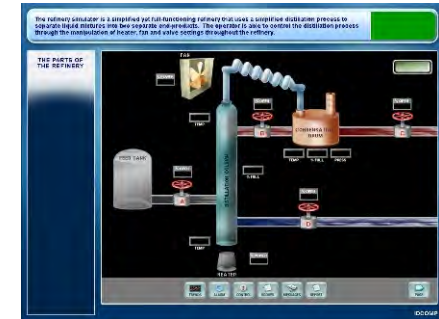


- A simulation-based tool/test that measures aptitude and trainability of individuals
- Measures abilities required of console operators:

concentrate over long periods of time; concentrate in the face of distractions; multi-task; quickly detect anomalies; remain calm and focused in emergencies; and be proficient at reasoning and problem solving
- Provides objective, computer-scored assessment

COBRA = Console Operator Basic Requirements Assessment

Why COBRA as a pre-screen?



- Functions as a trainability test
- Provides a safe environment for an individual to experience a console operator role
- Allows candidate to discover if they think this work is a good fit for them

COBRA = Console Operator Basic Requirements Assessment

How Does COBRA Work?



- **Anyone can take it, no experience is necessary to do well on the test**
- **The tool teaches you everything you need to know during the session**
- **3 phases during COBRA session:**
 - **Phase 1 - Computer Based Training (~2 hours)**
 - **Phase 2 - 8 Practice Scenarios (1 hour)**
 - **Phase 3 - 4 Test Scenarios (1 hour)**

Sample COBRA Scoring Report

- **Comments on this particular report:**

- Scores range from 45 to 95
- Five of the nine (55%) who were tested failed (score < 70)

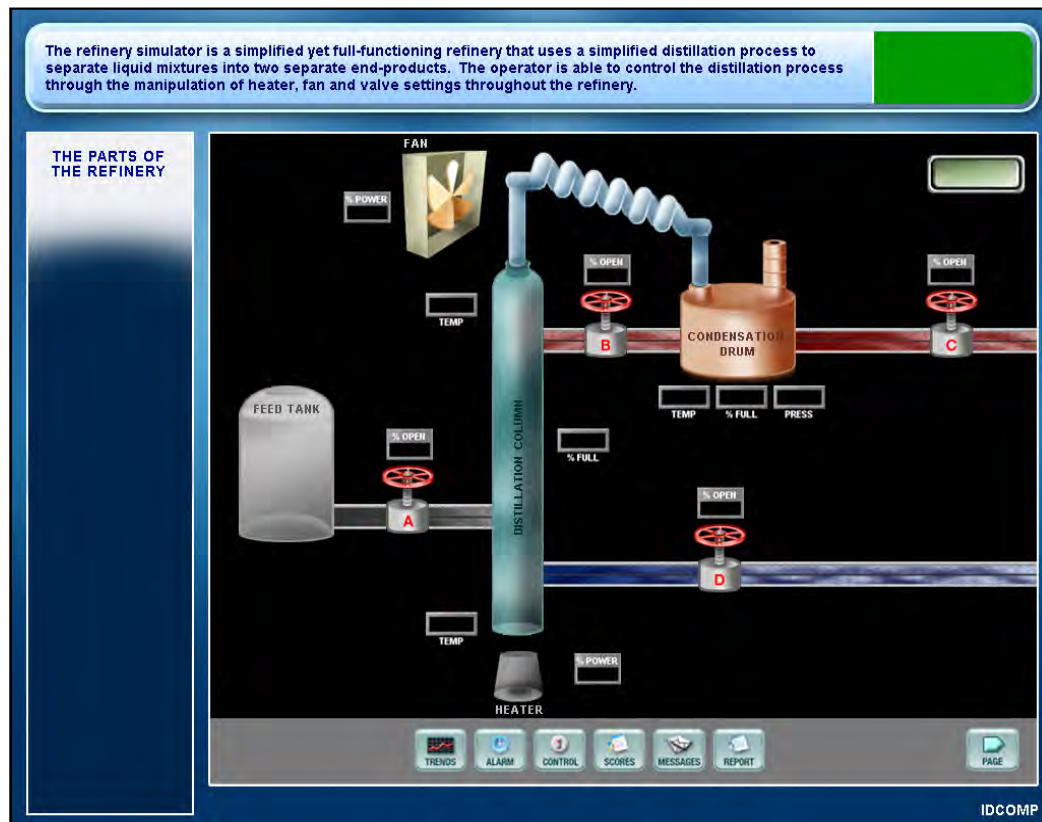
Applicant	Session Date/Time	Total Score	Pass/Fail
Madison, P.	Test on December 20, 2007 8:00 AM	95.27	Pass
Smith, M.	Test on December 20, 2007 8:00 AM	86.14	Pass
Kirkwood, P.	Test on December 20, 2007 8:00 AM	75.78	Pass
Wright, C.	Test on December 20, 2007 8:00 AM	72.62	Pass
Breski, R.	Test on December 20, 2007 8:00 AM	67.58	Fail
Long, L.	Test on December 20, 2007 8:00 AM	63.99	Fail
Parsons, M.	Test on December 20, 2007 8:00 AM	62.39	Fail
Alpert, B.	Test on December 20, 2007 8:00 AM	52.28	Fail
Lane, K.	Test on December 20, 2007 8:00 AM	45.10	Fail

Our Findings: COBRA Fills In Many Gaps in the Hiring Process

Traditional hiring methods measure some “Key” abilities:

Key Abilities	Job Application	Paper & Pencil Tests	Interviews	COBRA
1. Selective Attention				★
2. Problem Sensitivity				★
3. Time Sharing				★
4. Deductive Reasoning		★		★
5. Oral Expression			★	
6. Oral Comprehension			★	
7. Resistance to Premature Judgment				★
8. Speech Recognition				
9. Response Orientation				★
10. Visualization		★		★
11. Speed of Closure				★

Our Findings: Big Payoffs to a Good Selection System



- **Highly competent operators**
- **Less training time**
- **Less attrition**
- **Fewer incidents**
- **More efficient operation**

COBRA will ensure you get high quality trainees into your workforce

Summary

- **The Console Operator job is unique**
- **Our scientific findings indicate that not everyone is suited for this type of work**
- **You should use COBRA to assess key Console Operator abilities and identify who is trainable for the job**

LIVE Workgroup Discussion

- **Your questions ?**
- **What sorts of skills and education are you looking for currently ?**
- **What barriers do you encounter in recruiting the best people ?**
- **What are typical problems your new workers have in learning the job ?**



Thank You !

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Jolene K. Kramer



- **Worked at Chevron in the SF Bay Area for 15 years**
- **Co-founded Job Performance Systems in 1997 to promote Safety and Operational Excellence by helping clients implement state-of-the-art Operator Selection and Training**
- **The COBRA assessment program is used at over 150 locations worldwide**