

HUMAN PERFORMANCE AND ERROR MANAGEMENT

(one-day programme)

This one day programme looks at the attitudes and behaviours that drive our response and sense of ownership around errors, quality and safety.

Rather than highlighting the responsibilities on employees the emphasis is around thinking before acting and providing simple tools to enable this to happen.

PREPARATION

- Think about error situations that have happened or could happen in your workplace. Be prepared to share this with the group
- For Leaders – suggested attendance of the Coaching for Performance programme

PROGRAMME CONTENT

- What is Human Performance and how it affects errors
- Impact of events on ourselves and stakeholders
- Defence mechanisms that prevent poor performance
- Active and Latent factors and the link to Error Traps
- Human Factors and their influence on errors
- Drift in standards and Accumulation of those hidden weaknesses in a system
- Applying simple human performance tools using a case study
- Committing to action

KEY OUTPUTS

- Describe the principles of Human Performance
- Review incidents to identify active errors and hidden, latent errors
- List those error traps (e.g. lack of assertiveness, complacency) that may contribute to incidents and events
- Apply simple tools that can be used in discussion back in the workplace to prevent incidents and improve
- Highlight approaches for preventing errors and making improvements
- Set out back to work action plan

ORGANISATIONAL VALUE

- Encourage an honest and open approach around error management
- Reduction of events and improvement of quality in the workplace

PERSONAL VALUE

- Confidence to highlight and tackle error situations
- Challenge and improve standards in your own performance