PARTNERS IN KNOWLEDGE UK LTD
Suite No. 129
295 Chiswick High Road
LONDON W4 4HH



Practical Tools to Identify, Analyse & Mitigate Human Errors

PIK805-1027 UK-LDN-1

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Suite No. 129
295 Chiswick High Road
LONDON W4 4HH

Place	: London	**Venue**	: INDUSTRIOUS (1 and 2, 245 Hammersmith Road Floors, London W6 8PW) - TBC		
Start Date	: 04-10-2027	**End Date**	: 08-10-2027	**PPP**	: £5150

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If you can't train them, you can't blame them!

Short Description:

The Human Error Analysis and Prevention training program aims to provide professionals with essential knowledge and practical tools to effectively identify, analyse, and mitigate human errors across diverse industries. By focusing on the intricacies of human behaviour and decision-making processes, the program equips participants with a comprehensive understanding of how errors occur and the factors that contribute to them. This foundational knowledge is critical for recognizing potential error risks within various operational contexts. Furthermore, the program empowers professionals to proactively address these identified risks, ultimately enhancing overall operational performance. By fostering a culture of safety and continuous improvement, participants learn to implement strategies that reduce the likelihood of human errors, thereby minimising their impact on productivity and safety. This proactive approach not only leads to improved individual and team performance but also facilitates the development of more robust systems and processes that can withstand the challenges posed by human error.

Course Overview:

At the end of this program, participants will be able to:

- Understand the underlying reasons why human errors occur.
- Explain various human error analysis techniques and their applications.
- Address human performance issues pre-emptively to prevent problems.
- Assist colleagues within their organization in managing human performance in operations.
- Identify how human behaviour can lead to errors and incidents.
- Offer strategies to mitigate risks associated with human errors.
- Apply practical methods for observing and preventing human errors, using real-life case studies to illustrate effective techniques.

TARGET AUDIENCE

- Industrial engineers focused on reducing human errors in manufacturing.
- Safety professionals aiming to improve safety protocols in industrial settings.
- Aviation personnel seeking insights into human factors that lead to accidents.
- Transportation personnel interested in incident prevention through human factor analysis.
- Healthcare providers dedicated to enhancing patient safety.
- Administrators in healthcare striving to minimize human errors in medical practices.
- Professionals across sectors looking to understand and address human error challenges.

Program Outline:

DAY 1: Introduction to Human Error

1. What constitutes human error?
2. Exploring the various categories of human error.

3. Factors contributing to human error related to workplace and job tasks.
4. Examining human failures as causes of accidents and incidents.
5. Establishing definitions and objectives for human error prevention.

DAY 2: Factors in Human Error Analysis

1. Addressing situations of rule violations (breaking rules).
2. Patterns of human behaviour that lead to errors.
3. The influence of cultural behaviour on sensory perception.
4. Utilising the Shell 'Hearts and Minds' toolkit to enhance human behaviour factors.
5. Exploring the various types of human errors and methods of prevention.

DAY 3: Methods for Observing Unsafe Actions and Conditions

1. Applying the Dupont 'STOP' safety observation tool on-site.
2. Recognizing substandard practices and behaviours.
3. Identifying substandard conditions.
4. Employing 'Job Safety Analysis' to pinpoint and evaluate types of human errors.
5. Identifying human errors from presented accident scenarios.

DAY 4: Techniques for Human Error Analysis

1. Evaluating human error situations in site operations.
2. Applying the 'Human Reliability Assessment' (HRA) technique for human error analysis.
3. Observing human errors and exploring prevention strategies.
4. Options and solutions for mitigating human errors.
5. Using Fault Tree Analysis to investigate human errors.

DAY 5: Initiating Human Error Analysis and Prevention

1. Identifying and classifying human errors within the workplace.
2. Taking human factors into account when assessing incidents and accidents.
3. Reviewing human factors in current work methods and procedures.
4. Integrating human error analysis into the health and safety management system.
5. A checklist for observing human errors in workplace settings.