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# Course: Human Error Analysis & Prevention

Code	City	hotel	Start	End	price	Hours
182	Geneva (Switzerland)	Hotel Meeting Room	2024-09-16	2024-09-20	5450 €	25

## Introduction

Human errors refer to the environmental, organisational and job factors, and human and individual characteristics which influence the behaviour at work in a way which can affect an organisation's health and safety performance. A simple way to view human error is to think about three aspects: the job, the individual and the organisation and how they interact to impact on health and safety related human behaviour.

After an accident involving human failure - using human error analysis tools can identify the causes and contributing human error factors. Establishing these underlying causes of an accident/incident is the key to preventing similar human error accidents/incidents.

This course is aimed at providing delegates with the practical on-site knowledge and skills to develop and successfully implement effective human error analysis techniques.

## Objectives

### Participants attending the programme will:

- Explain the various human error analysis techniques and how they can be used
- Show how human behaviour can lead to human errors and incidents/accidents
- Provide practical ideas and methods for observing and preventing human errors
- Review practical case studies to show how other organisation have used human error analysis techniques to prevent human errors in the workplace



## **Training Methodology**

Delegates will learn by active participation through inspiring presentation tools and interactive techniques presented in a lively, enthusiastic and interesting style. Delegates will take part in practical human error analysis exercises and group discussions, as related to their own organisation's workplace activities.

## **SEMINAR OUTLINE**

### **DAY 1**

#### **Introduction to Human Error**

- What is human error?
- Understanding the different types of human error
- Human Error related workplace and job task causation factors
- Human failures in the causes of accidents/incidents
- Exercise: Define human error and prevention objectives

### **DAY 2**

#### **Human Error Analysis Factors**

- Managing Rule-Breaking situations (Violations)
- Human behaviour patterns leading to human errors
- Cultural behaviour and sensory and perception
- Using the Shell 'Hearts and Minds' toolkit to improve human behavioural factors
- Exercise: List the different types of human errors and prevention options

### **DAY 3**



## **Observation Methods for Unsafe Acts and Conditions**

- Using the Dupont 'STOP' on-site safety observation tool for
- Observing Substandard Practices and behaviour
- Observing Substandard Conditions
- Using 'Job Safety Analysis' to identify and assesses types of human errors
- Exercise: Identify human errors of presented accident scenario

### **DAY 4**

## **Human Error Analysis Techniques**

- Analysing site operations human error situations
- Using the 'Human Reliability Assessment' (HRA) human error analysis technique
- Human error observation and prevention options
- Options and Solutions for preventing human errors
- Exercise: Using Fault Tree Analysis method to analyse human errors

### **DAY 5**

## **Human Error Analysis & Prevention - Getting Started**

- Identifying and categorising human errors in the workplace
- Considering Human factors when analysing incidents and accidents
- Review of Human factors in existing work methods and procedures
- Human error analysis within the health and safety management system
- Exercise: Checklist for observing human errors in the workplace
- Course Review: Key points summary of course topics



**The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:**

• **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

• **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

• **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

• **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

• **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

• **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

• **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

• **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

• **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

• **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.