

HUMAN FACTORS TRAINING COURSE

Date: Thursday 28th September 2017

Venue: The Imperial, Russell Square, London, WC1B 5BB

Start Time: 08.30am Refreshments for 09.00am Start

AGENDA

Real life Events from the medical world and other safety critical industries will be used throughout the day to highlight the importance of these Non-Technical Skills and show the impact of not employing them correctly. Through this approach participants will learn from the mistakes of others and reduce the risk of making similar errors in their professional sphere.

09.00 Introduction to TRM

History of TRM and overview of the discipline including Error management, Decision making and Positive reporting culture

09.30 Effective Communication

Interactive briefing and debriefing. The sharing of mental models to avoid miscommunications. *(Back to back drawing exercise to highlight the importance and practice the two way flow of comms)*

10.30 Refreshment Break and Networking

10.45 Reducing the Seniority Gradient

Learning to create an inclusive culture where all team members are involved in making decisions and keeping the operation safe.

11.30 A positive reporting culture

Using Transactional Analysis to create an environment where teams and individuals are open about their mistakes in order to learn from errors as well as successes and improve safety and efficiency.

12.00 Lunch and networking opportunity

12.40 Increasing Mental Capacity

Capacity Bucket Theory, Chimp Paradox, Use of checklists and Pneumonics *(exercises using these skills to deal with complex or time critical situations as a team)*

14.00 Refreshment Break and Networking

14.15 Error Management

The 3 stages of error management, learning how to Avoid, Trap and Mitigate Errors. Supportive Intervention (Intervention exercise using the 4 stages of intervention)

15.00 Review

15.15 Course close