

Course Syllabus Team Resource Management (Human Factors)

Overview

Learning lessons from other safety critical industries plus elite sports team this 1 day course will teach participants the Non-Technical Skills required to improve the safety and efficiency of Teams and Individuals from all areas of the NHS. The day will explore cases from both Health Care and other fields in order to learn from these incidents and highlight the importance of these Non-Tech skills as tools to minimise risk & optimise performance in participants own professional sphere.

At the end of the course participants will have a skill set that enhances their ability to;-

- Communicate in a clear, concise and unambiguous manner
- Make Decisions in time critical, high pressure environments
- Minimise the risk of a errors
- Mitigate the fallout from such errors
- Create an environment where teams learn from their mistakes and their successes

- **Introduction to TRM**

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

- **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 communication.

- **Reducing the Seniority Gradient**

- Learning to create an inclusive culture where all team members are involved in making decisions and monitoring to ensure a safe operation.

- **A positive reporting culture**

- Using Transactional Analysis to create an environment where teams and individuals feel able and willing to discuss errors
- The use of a Debrief Check list to keep teams accountable for their actions and give a forum and structure for honest appraisals. This will ensure individuals, teams and organisations learn from errors in order to reduce the risk of a reoccurrence and improve patient safety and also from successes in order to replicate these and drive efficiency gains.

- **Increasing Mental Capacity**

- Capacity Bucket Theory - looking at what reduces our capacity to digest information and learn how one can increase their capacity to make decisions and maintain Situational Awareness even in high pressure situations.
- Chimp Paradox. Boxing the Chimp and recognising overload in fellow team members
- Use of Checklists and Mnemonics to increase mental capacity
- Exercises using these skills to deal with complexed or time critical situations as a team

- **Error Management**

- The 3 stages of error management, learning how to Avoid, Trap and Mitigate Errors.

- Supportive Intervention, Learning how to support fellow team members through supportive intervention. Learning the the 4 stages of intervention and discussing when each stage is appropriate.
- Intervention exercise using the 4 stages of intervention
- **Review**