If Your Company Isn’t Managing Human Error, Then Human Error May Be Managing Your Company

In QVCC’s new Error Reduction & Human Performance Fundamentals workshop, learners will develop a new perception and understanding of detecting, preventing, and correcting mistakes. Completers will learn how to focus and properly perform critical steps – every time – and will demonstrate understanding of human performance principles.

Learning Objectives:

1. Understanding Human Performance theory & principles
   - Define error and how it may be provoked.
   - Outline the 5 human performance principles.

2. Reducing Error & decreasing the frequency of events
   - Identify the phases of work execution where error prevention can be applied.
   - Recognize factors that increase the likelihood of error.
   - Describe the 3 modes of performance and how they impact all tasks.

3. Managing Defenses & reducing severity of events
   - Identify the different controls that make up organization defenses.

4. Applying Organizational Drift to Human Performance improvement
   - Describe a real-world event in terms of:
     ◊ The Event
     ◊ Work as Imagined versus Work as Performed
     ◊ Flawed Defense & Error Precursors
     ◊ Latent Organizational Weaknesses

5. Using Error Avoidance tools and techniques
   - Describe the use of error prevention tools and techniques
   - Recognize what can provoke us into error and error likely situations

Participants will need:

- PC or Laptop
- Webcam or built-in camera
- Headphones
- Microphone
- Internet Access

To Enroll Contact:
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860-932-4360

Format: Online live remote workshop
Days: Tuesdays and Thursdays
Dates: October 27, 29 and November 3, 5, 10
Times: 1:00 – 3:00 p.m.
Cost: $275
Schedule/Delivery: This program consists of 10 instructional hours and can be delivered virtually using Webex video conferencing.
Class Size: Minimum of 4 students and a maximum of 20.

The Instructor: James Newman
James holds a Nuclear Engineering degree and has spent over 24 years in the utility industry, primarily in two major roles: Instrument and Controls Specialist and Human Performance/Observation Program Manager. James has been focusing on Human Performance since transitioning from the field in 2007. Most recently, James consulted Google Data Centers on the creation of their Critical Work Process technicians on the process.