

Human Performance development programme

Forward-thinking organisations understand the importance of learning about important human characteristics and behaviours which differentiate success from catastrophe. There is a desire amongst these organisations to focus on prevention rather than cure, through training staff to better understand potential risks and by establishing ways to reduce such risks. A proactive attitude towards risk management can lead to more confident staff who are able to make better informed decisions. This can subsequently lead to a reduction in costs and improvements in safety, as well as a reduced potential for litigation.

There are many other benefits to such a proactive approach to compliance issues and governance concerns. A bi-product of recognising that error is endemic in everything humans do, means that we must design processes to be as resilient to human error as possible. This is the aim of this course.

Humans are remarkable in their adaptability, assimilating into new environments, absorbing copious amounts of knowledge and mastering complex skills. This is perhaps even more remarkable when you consider that the primary tool, the human brain, has evolved little in the time that technology has gone from zero to 'hypersonic'. So good have we become at this high performance that an expectation has emerged that clever, skilled people will always be clever and skilful.

However, for a number of reasons people occasionally fail in seemingly odd and unpredictable ways and it has even been suggested that the very best people make the worst mistakes. Using the lessons learned from the last 60 years of civil aviation this short programme is a simple and unscientific exploration of the motivators and limiters of human performance, the ways in which humans convert intentions into outcomes, the activities we are good at and the ones we are not, what conditions make failure more or less likely and why we might choose to deviate from what we know to be the 'right' path.



Objectives:

- Understand basic human performance capabilities and limitations
- See the difference between cognitive and learned behaviour
- Explore the strengths and vulnerabilities of behaviour types
- Determine the best defences against human performance failures
- Identify 3 things to do now to reduce the magnitude of risk from human failure.

