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Topic Information

Human Factors / Human Performance

Human Factors was initiated and first developed in aviation. Official investigation of aviation accidents and incidents revealed that the human factor is more than just contributing. It caused up to 73% of all accidents. Among others, due to lacks in leadership, error handling, communication, decision making, stress management, situational awareness and assertiveness. In order to improve certainty in action as well as personal development Human Factors Training was implemented - with tremendous success.

- 🟢 Technical Failure
- ⚪ Air Traffic Control
- 🔵 Weather
- 🔴 Human Factors
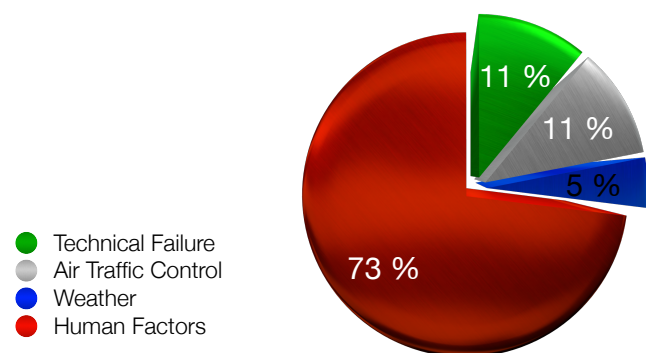
Due to the proven success of this training in reducing failures, international authorities now require this training by law. By actively dealing with the „human factors" the number of errors and failures was noticeably reduced in fields like aviation, medical sector, nuclear energy, seafaring, logistics just to name a few. Teamwork improved simultaneously, independent of the branch or department. The program is suitable for people from management and administration, R&D, production lines, service units or security departments.

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trainings.
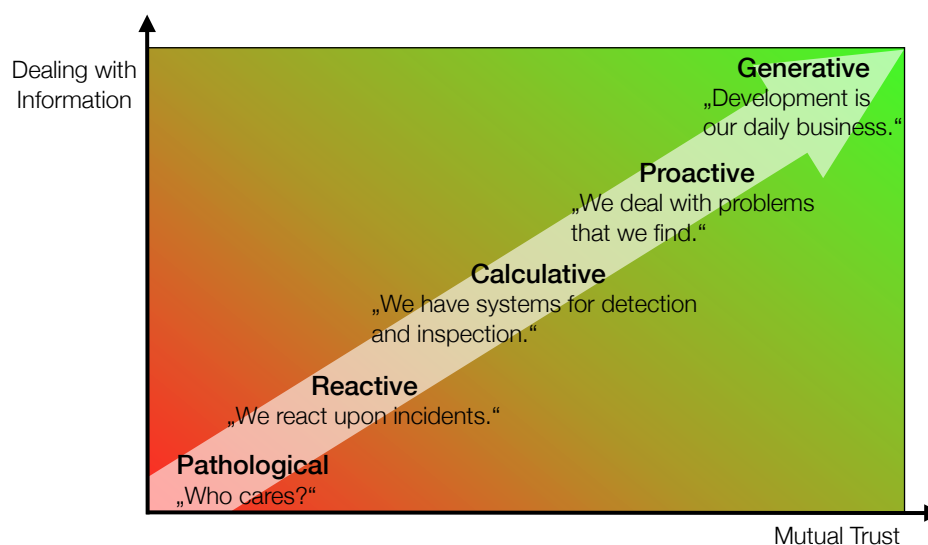
The topics listed below represent a selection. Upon request, proven mental models of aviation from cockpit and engineering or from medical acute care are carefully and sensibly integrated. Each seminar is individually designed and performed according to every customer's specification.

„Handling failures and errors" allows to analyze and deal with internal cases of your own company as well as external case studies. Thus safety relevant and/or cost intensive failures are noticeably being reduced.

Human Factors Training can be combined with leadership training. All theoretical subjects will be made „tangible" to allow an easy transfer in daily work life.

Target group: All staff, (For supervisors, managers and executives in combination with leadership topics)

Extract of Topics:

- Situational awareness
- Effects of mental pictures
- Subjective Reality
- From perception to action
- Our brain - control center and data storage
- Dialogue and interface of man-machine (i.e..: User Interfaces, Augmented Reality)
- Human limitation
- Stress and the personal failure detection level
- Using positive effects of stress
- Decision making - intuition and structure - neither neglecting brain nor stomach
- Rules and risks - meaning, evaluation and effects
- The chain of errors and „Swiss Cheese"
- The personal failure detection level
- Professional handling of failures and errors
- Communication basics
- Communication with colleagues
- Active listening
- The circle of a dialogue
- Criticism and feedback - a matter of give and take
- Subjectivity in communication
- Detecting, defusing and reducing tension, aggression and conflicts
- Who is responsible for my motivation?
- What is self responsibility?
- Stereotyped thinking - necessary or prejudice?
- Self assessment vs. assessment by others
- Group dynamics - what is my role and position?
- My efficiency and productivity in the process of group dynamics
- The effects of my behaviour
- Intercultural aspects when working abroad
- Performance, efficiency and fatigue (Shift work and duty travel)