

Prevent Disastrous Decisions

INTRODUCTION

- This Prevent Disastrous Decisions training course will explore the reasons why so many disastrous decisions have played a significant role in so many high-profile workplace accidents such as Deepwater Horizon, Texas City and Piper Alpha. To prevent such disasters, it is essential to understand both the human and organisational factors that contribute to an individual being unable to anticipate a problem, recognise it when it occurs and then be unable to deal with the situation by making the right decision and taking the correct action.
- Individuals have a wide range of abilities and limitations and, as technical systems become more reliable, the focus has turned to human causes of accidents. It is estimated that up to 80% of accidents may be attributed to the decisions, actions, or omissions of people. This training course will give you the skills and confidence to recognize, assess and effectively manage these situations when decisions truly can be the difference between life or death.

This training course will highlight:

- The importance of human factors
- How to manage human reliability and human failure
- The importance of key decision-making
- The relationship between decisions and consequences
- The impact of a successful safety culture on achieving good safety management

OBJECTIVES

By the end of this training seminar, you will be able to:

- Develop a clear understanding of human factors and their importance in eliminating disastrous decisions
- Understand the consequences of behavioral acts and omissions as prime causes of accidents and adverse events
- Understand the key role of managers and supervisors in critical decision making and influencing safety performance
- Develop skills for identifying, evaluating and implementing cost effective solutions for influencing behavioral change.
- Develop skills to successfully implement and sustain a behavioral change programme

TRAINING METHODOLOGY

- Delegates will learn by active participation through inspiring presentation tools and interactive techniques presented in a lively, enthusiastic, and interesting style. Delegates will take part in practical team exercises, relevant case studies and open discussion forums, as related to their own organisation's operational activities. Videos and case studies used will encourage further discussions and delegates are encouraged to bring forth and share their own experiences and issues from their organisations.

ORGANISATIONAL IMPACT

By successfully managing the behavior of your workforce you will improve decision making ensuring fewer accidents and safer performance leading to reduced business costs. This will improve your business reputation and profile. The organizational impact will be:

- Improved decision making throughout the business
- Better teamwork and empowered staff
- Improved staff morale through improved behavior
- The professional development of staff
- A reduction in incidents and losses
- An increased reputation as a health and safety leader

PERSONAL IMPACT

- Appreciating the importance of human factors
- Receiving practical methods to improve critical decision making
- Developing the necessary skills for leadership, management, and supervision
- Appreciating the importance of decision making and their consequences
- Understanding how improved behavior leads to a successful safety culture
- Learning how to implement and sustain behavioral change

WHO SHOULD ATTEND?

This training course is suitable to a wide range of professionals who are involved in their organisation's design, management and decision-making functions and will greatly benefit:

- HSE managers, Professionals, and auditors
- All line managers, supervisors, and team leaders
- Project managers
- Procurement and supply chain managers
- Engineers and maintenance personnel
- All personnel involved in managing people

Course Outline

Human Factors and Accident Causation

- Human factors at work
- Decision making within accident causation
- Causes of human failure
- Fatigue and shift work
- The importance of clear communication
- Motivation and demotivation at work

Influencing Decision Making

- Safety by design
- Performance influencing factors
- Behavioral causes at work
- Workplace stress
- Psychology of individuals and teams
- Human reliability assessment

Behavior Driving Decisions

- Negative and positive dimensions of behavior
- Active and latent failures
- ABC analysis (antecedents, behavior and consequences)
- Leadership and management styles
- Mistaken priorities

Successful Culture Influences Decisions

- Safety culture and safety climate
- Behavior and safety culture
- Culture and decision making
- Leadership influencing culture
- Improving safety performance
- Success factors and barriers

Managing and Improving Decision Making

- Focusing on behavior
- Identifying critical decisions
- Competence and empowerment
- Managing people and their attitude to safety
- Introducing a behavioral change programme