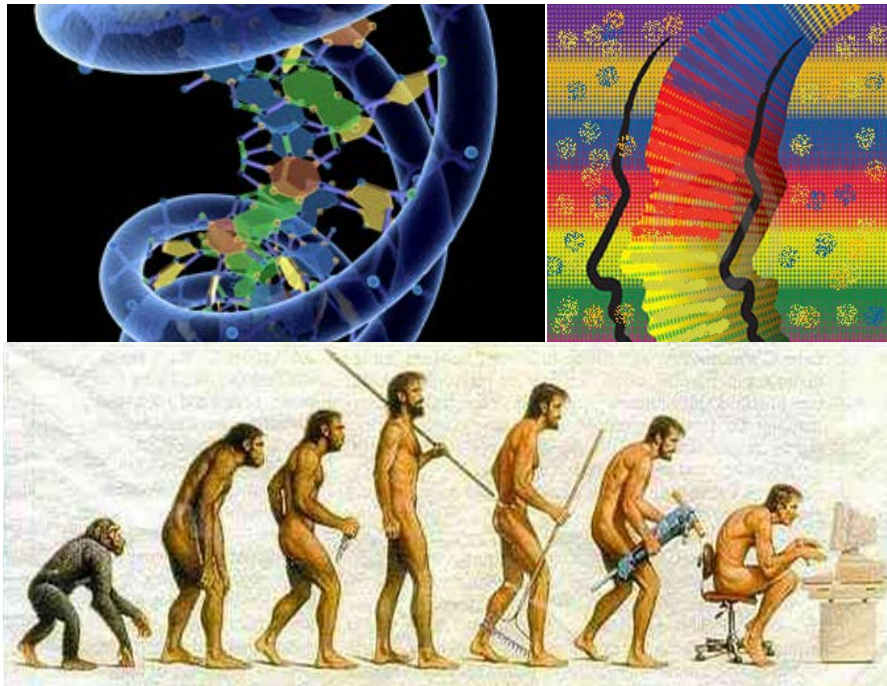


Human Factors Training Course for Managers



Human Factors knowledge builds on the strengths and weaknesses of man to ensure that individuals are not exposed beyond their abilities, a situation which could have disastrous consequences in safety-critical domains. The human factor is, therefore, of great importance to the safety, efficiency and performance capabilities and is an essential component of leadership.

In general, accidents can be avoided primarily by focusing on Human Factors and to a lesser extent by focusing on the technical factors. The assumption that you can technically design and automate the way out of trouble is fundamentally flawed. There will always be a human factor present somewhere.

This new Human Factors training course for managers has been developed on the basis of many years of experience in research and development of Human Factors-oriented courses and on Human Factors' practical application on-site, and includes the latest knowledge in human performance.

The objective of the course is to raise the awareness of the role of Human Factors in safety and performance and to raise the bar in the use of this leadership competence in maritime companies and organizations.

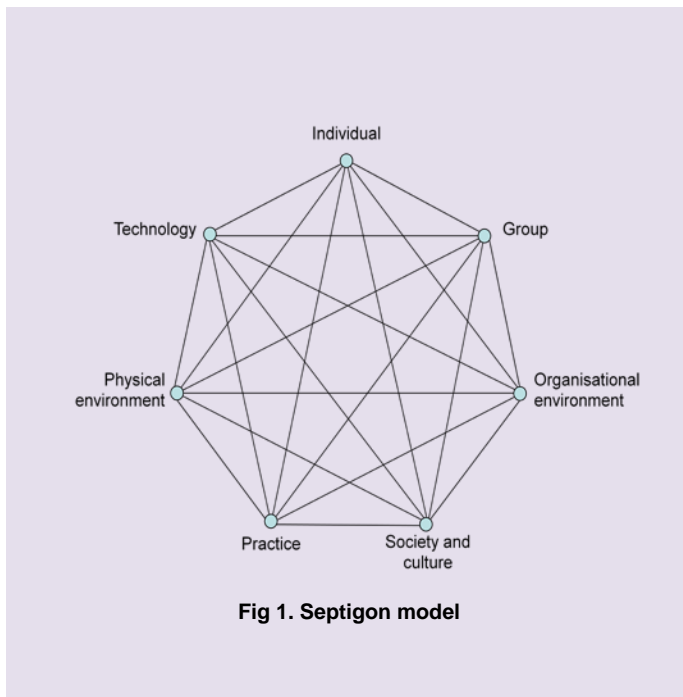
Today, Human Factors focus not so much on the individual and psychological resources and limitations of each person, but rather on team working in safety-critical domains as well as across the entire organization and its operating environment (SEPTIGON model)

In a resource-constrained world, successful and dynamic organizations will take small steps to make productivity gains. But by doing so, they might reduce their safety margins. It is, therefore, important to have team members who are capable of questioning measures and procedures.

We still believe that as long as we have great systems in place, and people conform and stay within the narrow bandwidth we have assigned to them - then things will be OK. But this is an illusion – and it is increasingly a dead end.

Concepts such as Drift into failure, Resilient organizations and new knowledge about the thinking process, will allow managers to become aware of the latest Human Factors knowledge and the advantage of its practical influence in performance, safety and reliability.

People are not the problem that we should control. People are the solution that we should harness by mastering our Human Factors knowledge.



Subjects included in the course.

- Thinking Process and biases
- Leadership, assertion and synergy.
- Human error – functional resonance
- Organizational and safety culture
- Resilience Engineering
- The memory, knowledge and recollection
- Drift into failure
- Attention and situational awareness
- Decisions making and biases
- Stress, health and safety
- Fatigue
- Mental resources - workload
- Effective communication

Target Group

The Human Factors training course for managers is targeted to executives, middle or line managers, at management, divisional or departmental levels, who do not preferably have a maritime background.

Time Schedule

Day 1

0900 – 1730

Intro to Human Factors
Capabilities & Limitations
Communications
Leadership styles
Case analysis video: **Apollo XIII**
Decision Making
Biases in Decision Making

Day 2

0900 – 1730

Thinking Process
System I & System II
Stress & stress management
Case analysis video: **Challenger**
Organizational culture

Day 3

0900 – 1730

Human Error & Reliability
Error models
Risk & Risk Assessment
Drift into Failure
Resilience Engineering
Case analysis video: **Texas City**



Practical Information

There will be no tuition fee for small and medium-sized enterprises as the courses are partly funded by Vækstforum Hovedstaden and The European Social Fund.

The courses will be carried out at FORCE Technology's premises in Kgs. Lyngby north of Copenhagen.

Language: The course will be taught in English or Danish.

Course schedule: Mid-November (Tentative)

Duration: 3 days

Contact: Program Manager Guillermo G. Garay, +45 7215 7877 or ggg@force.dk for more information.

