Safety/Security/Quality and Neuroscience: Understand human error to implement appropriate Human Performance Tools.







Objectives

- Enable participants to make the connection between the normal functioning of the human brain and the inevitable errors it produces.
- Demonstrate the necessity of implementing Human Performance Tools.
- Illustrate how automatic responses (reflexes/habits) are established.
- Distinguish between the different types of Human Performance Tools.
- Identify the various stages involved in integrating these Tools.



Educational approach

Presentation, exercises, video, discussions. All theoretical aspects are applied through practical exercises.

This approach, both scientific and engaging, helps give meaning to safety practices and, in doing so, strengthens team motivation and commitment.



Prerequisite None



Duration 7 hours



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Format

Exclusively delivered in-company



Training evaluation

End-of-course evaluation form



Persons with disabilities

Training rooms are provided by the client and must be verified for accessibility.



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Program (For information purposes only)

I. Error is the norm

- A. Exercise
- B. Conscious mode/ automatic mode

Highlighting the importance of Human Performance Tools.

It is shown that Human Performance Tools are also essential for experienced individuals during routine activities.

II. Brain properties and their traps

- A. I only perceive what I have learned to perceive
- B. I am blind and deaf when I am concentrated
- C. I don't analyze what I have already analyzed
- D. I interpret reality based on my memory and the context

These characteristics, explored through short practical exercises, lead participants to a neurological understanding of the effectiveness of Stop Time, Secure Reading, and Shared Vigilance. This helps answer the question of meaning: Why does it work?

III. Properties and pitfalls of short-term and long-term memory

A. Short-term memory

Understanding the neurological foundations of Safe Communication. Impact of frequent interruptions.

B. Long-term memory

Awareness of how memory works and how it can be distorted.

Our memory can mislead us into making wrong decisions or taking inappropriate actions.

IV. How to avoid being trapped by your brain: integrating Human Performance Tools into daily activities?

- A. The 4 stages of acquiring a new behavior.
- B. Debriefing: its role in the integration process.

Awareness of the factors that support the deployment and adoption of Human Performance Tools.

V. Summary and Evaluation