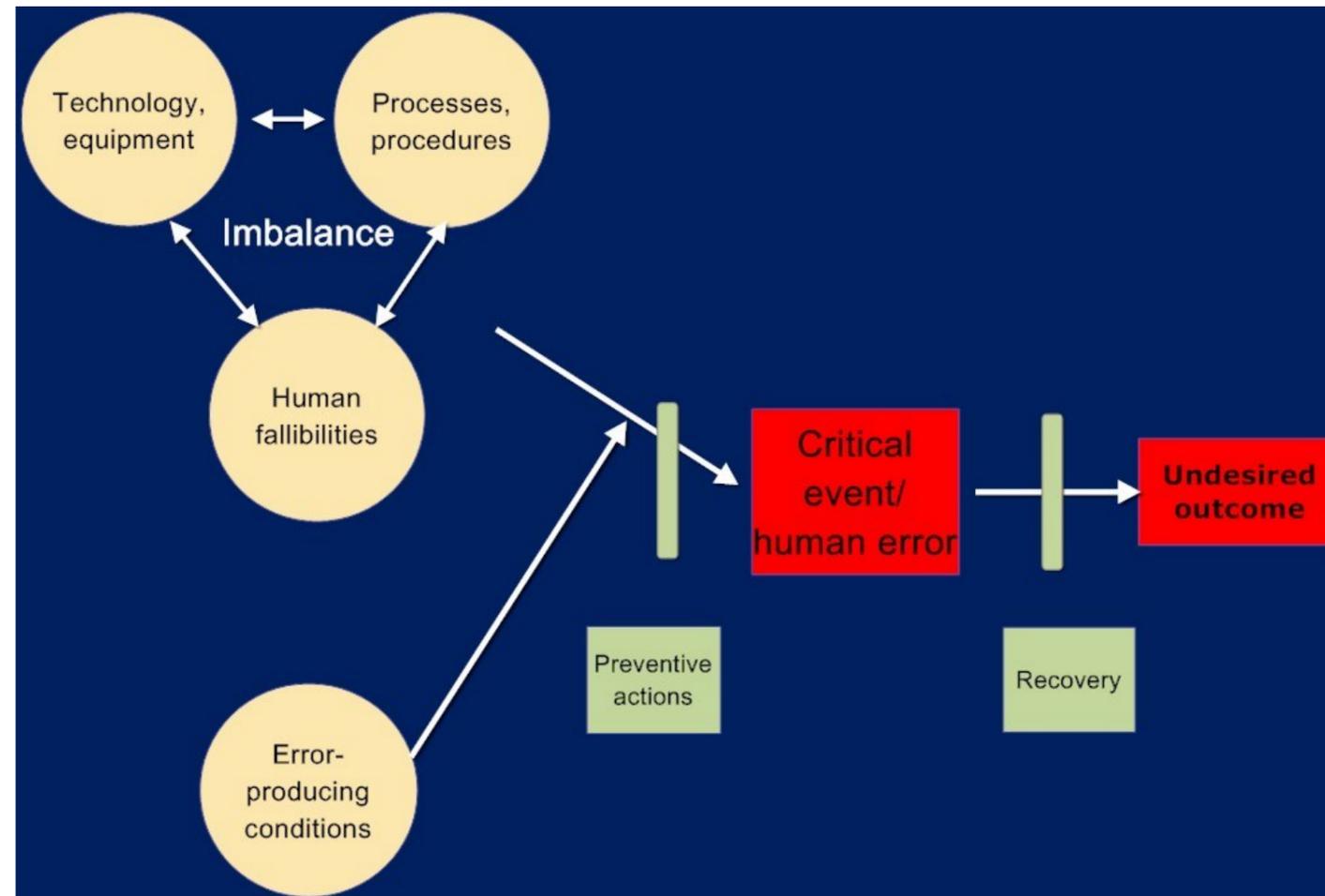**Some human fallibilities:**

- Our attention span is limited.
- We overlook critical factors when making decisions.
- We believe we're cleverer, stronger and faster than we actually are.
- Our brains prefer to operate in automatic mode.
- We have to use our memories or we'll lose them.

Sketch of a human-error-reduction -program

1. Management decides which type of errors will be discussed.
2. In the workshop we explain which human qualities cause these errors and which factors increase the chance they'll occur. The participants will also experience on the spot how easily they make the selected errors. Once they really understand and accept their fallibilities, they're motivated to look for better ways to prevent human errors or recover them before they cause damage.
3. Discussion of recent incidents using the repeat-test: do we expect an incident like that will happen again?
4. Discuss in groups which action has to be taken in practice: preventive, corrective or both.
5. Discuss the follow-up

Some of our working principles:

- Error likely situations are predictable, manageable and preventable.
- The people who do the work are the ones who have the answers.
- People do what they do because of what happens to them when they do it.
- Human error reduction is an organizational behaviour program. When you want people to change their behaviour, the first phase is to unfreeze them. Phase 2 is implementing the change and phase 3 consists of freezing the new behaviour.
- For us the unfreezing-phase is essential. The result is that it will be their change program.
- Special attention for supervisors and managers. How are they dealing with incidents. Often we start with a small seminar for them to make them aware about the effects of the way they react on incidents within their teams.

Some error-producing conditions:

- Interruptions, distractions
- Stress
- Multitasking
- Repetitive, monotonous work
- Risks underestimate
- Peer pressure for something to be done on time
- Blame-culture

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