



We all make mistakes, because our brain contains some fallibilities. Most equipment failures have a component that relates to a decision or an action that caused or contributed to the event. Understanding why we make mistakes is an important step in minimizing human errors and fast reacting on flaws in the system.

What you will learn:

- Paying good attention is not a human quality. So we need 'unnatural' actions like slowing down or using a checklist to prevent perceptual errors.
- When we have success with something, routine takes over and we become less sensitive for small flaws, discrepancies. The way we work and the way we are trained en retrained have to take this danger in consideration.
- Our brain hates to think. That costs too much energy and the brain loves it to work on autopilot. You learn how to prevent that.

Program

Learning from errors.

Do you incline to blame yourself or others and the circumstances.

What to do within a team to accept errors and love to learn from them. You don't need to like them!

Our memory.

What to do to create and keep good memories.

Our prospective memory is bad. What to do to forget something?

How to deal with interruptions.

Forget multitasking.

Perceptual errors.

When experience grows we are inclined to perceive faster and more superficial. How to deal with that?

Decision errors.

When experience grows, routines take over. The cognitive system is not aimed at handling all the data available in the environment. This is a central aspect in the cognitive resources saving strategy. How to handle the tradeoff between efficiency and thoroughness?

Skill based errors.

Slips and lapses while executing a decision. It is often predictable how often we make them. Mostly 0,03% of the actions performed. So typos are made daily, but other actions perhaps once a year. What to do to keep mindful all year when the chance to make an error is that low?

Workshop 'Why we make mistakes'



humanerrorconsultancy

There will be a lot of energy and 'constructive confrontation' to make you accept that you are fallible too. Once you know it and accept it, you are willing to look for other ways to protect yourself and the organization against these human fallibilities.

It is preferred to start with a workshop for managers and supervisors. When they already accepted their fallibilities and show that in the way they react on errors or try to prevent them, it is easier for them to support the process with the employees in the workplace.

The evaluation of a workshop with operators in Neu Isenburg (June 2013).

Did you enjoy the workshop?	How useful was the seminar for you?
1 = Yes !! 10	1 = Very !! 4
2 4	2 6
3 -	3 3
4 -	4 -
5 = No !! -	5 = Not at all ! -

The workshop will become really useful during the follow-up when fallibilities and protection against them are discussed within the teams and the organization.