

# Developing an Eye for Accuracy

## Workshop Overview



**This practical workshop is for people who read, check or transfer information as part of their day-to-day work. Participants typically achieve a 40-60% reduction in errors.**

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### The objectives are to:

- 1. Measurably improve data accuracy**
- 2. Boost efficiency and productivity**
- 3. Increase concentration levels and attention to detail.**

Through a series of written, audio and visual exercises, participants learn how to apply proven accuracy techniques, so that they read, check and transfer information both quickly and accurately. The techniques are made relevant to your participants' work by relating them to real examples of data they use in their everyday tasks.

Participants learn about their own personal error pattern, so they are alert to areas where they are most likely to make a mistake. Assessments at the beginning and end of the workshop enable you to track the reduction in errors achieved. Participants learn why all human beings make mistakes and how to overcome the natural barriers to accuracy.

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### Here are just three reasons we make mistakes:

#### **The brain makes sense out of nonsense**

Your brain sees what it wants to see and makes assumptions about what the eye is seeing. It 'corrects' mistakes without you noticing.

#### **Our reading skills**

You were taught to read by recognising shapes and that means you no longer 'see' each letter or number in its exact location. Looking at the overall shape of a word or number can lead to mistakes.

#### **Physical structure of the human eye**

The physical structure of the human eye means that it can't move smoothly across a piece of data.

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## Who's it for?

Developing an Eye for Accuracy is for people who spend 25% or more of their day working with data - numbers, alphanumerics, references, currencies and information like names and email addresses. Practice activities using strings of digits, numbers and characters, punctuated data, email and postal information are all included.

## Participants' typical job functions include:

- Customer Services and Quality Control teams
- Finance and Accounts teams
- Human Resources
- Operations teams
- Administrators
- Business Support Services.

## Content

Developing an Eye for Accuracy is delivered over two consecutive mornings or afternoons. Session 1 explores why mistakes happen, how to 'SuperConcentrate' and how to manage distractions. It provides essential groundwork for understanding the techniques for reading, checking and transferring information accurately and quickly. Session 2 explores how to apply accuracy techniques to specific types of data such as punctuated data, names and addresses and alphanumeric data.

### Session One

- How to concentrate
- How to avoid mistakes
- How to transfer data
- How to learn from mistakes
- How to check.

### Session Two

- How to check names, postal addresses and email addresses
- How to check and transfer alphanumerics
- How to check and transfer punctuated data.



## Benefits

1. Participants learn to apply proven accuracy techniques to their work
2. Results from pre-workshop and post-workshop assessments indicate the reduction in errors achieved. Typically, groups achieve a reduction in errors of 40-60%
3. The reductions in error are related to cost savings and productivity gains, making it possible to calculate a significant return on investment in the training
4. Participants understand the importance of accuracy and the consequences of errors. They are motivated to 'get it right first time, every time'
5. Your participants receive post-training resources to keep accuracy front of mind. This includes access to our online video resources, plus monthly interactive accuracy tests, designed to optimise accuracy back in the workplace.

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## Delivery format

### Choose face-to-face or virtual



### Booking

**+44 (0)1638 723590**

**[accuracy@scottbradbury.co.uk](mailto:accuracy@scottbradbury.co.uk)**



*Catherine de Salvo*



*Alice Hubbard*

**Delivered by:** An experienced Scott Bradbury Accuracy Trainer

**Duration:** Two half days

**Maximum participants per group:** 16

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**Fee for one group:** £4,980 + VAT.

Example timetable:

	Day 1	Day 2
<b>Morning</b> 09:00 - 12:30	<b>Group A</b>	<b>Group A</b>

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**Fee for two groups:** £5,980 + VAT.

Example timetable:

	Day 1	Day 2
<b>Morning</b> 09:00 - 12:30	<b>Group A</b>	<b>Group A</b>
<b>Afternoon</b> 13:30 - 17:00	<b>Group B</b>	<b>Group B</b>

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**Fee for three groups:** £7,980 + VAT.

Example timetable:

	Day 1	Day 2	Day 3
<b>Morning</b> 09:00 - 12:30	<b>Group A</b>	<b>Group A</b>	<b>Group B</b>
<b>Afternoon</b> 13:30 - 17:00	<b>Group B</b>	<b>Group C</b>	<b>Group C</b>

Trainer expenses are charged for face-to-face delivery only.