

# 11 ways to stop your people making mistakes and improve their accuracy.

- 1 Help them to **'superconcentrate'** – engaging the brain fully in an activity and concentrating 100% reduces error.
- 2 Ensure your people work **consistently** – if they vary the way they do things they are more likely to make a mistake.
- 3 Encourage your people to work at the **'optimum speed for accuracy'** – most people think that to be accurate you have to slow down, but this is not true.
- 4 Show your people how to recognise each digit or character in its **exact location** rather than looking at the overall shape.
- 5 The **brain makes assumptions** about what the eye is seeing. Help your people to overcome this natural barrier to accuracy by using accuracy skills rather than reading skills.
- 6 Ensure your people use the groups that **clustered numbers** like telephone numbers, National Insurance numbers and postcodes provide to help them spot any errors in the information.
- 7 Encourage your people to hear each number individually in their heads so that they learn to **listen for mistakes** as well as look for them.
- 8 Ensure your people adopt the **mindset** 'there's a mistake here somewhere and I'm going to find it'. If they check with the mindset that they're 'only checking' they won't spot mistakes.
- 9 Be aware of **personal error patterns** – everyone tends to make the same kind of mistake over and over again. Being aware of where you are most prone to make a mistake reduces error.
- 10 Praise people when they are correct – don't just highlight their mistakes. **Celebrate accuracy.**
- 11 Understand that people don't deliberately make mistakes – lead by example and champion an **internal accuracy culture** where people are valued for getting it right first time, every time.



## Want to know how to do this?

Ask for your free copy of our Accuracy Skills Testing Kit

and learn about '*Developing an Eye for Accuracy*'

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