



Information about Preventing Mistakes at Work for prospective delegates

Your contribution to our *Preventing Mistakes at Work* one-day workshop is important to the success of the training. These notes are designed to help you know what to expect on the day and to help you prepare.

It is important to stress that nobody is suggesting that you are error-prone or not good at your job. All human beings make mistakes – everyone does. It has nothing to do with intelligence and nothing to do with competence. It is part of being human.

During our session, we will set out to understand just why it is that we all sometimes make mistakes. We will then go on to look at:

- Techniques for avoiding mistakes
- Way of learning from mistakes
- How to recover when we do make a mistake.

Between now and the date of the workshop, please think about real mistakes that you have made at work and come along prepared to share and discuss them. Nobody is going to think any the less of you for discussing them – quite the reverse, in fact. We need to discuss real mistakes for the session to work properly, so your contribution and participation is crucial.

If you are able, bring along an example or two of checklists that you use to manage your work. We will be having a look at the design and use of checklists and it would be helpful if we had some real examples to look at.

Finally, do please read through the first chapter of the book 'Preventing Mistakes at Work' which you can [download here](#).

By the end of the workshop you'll feel confident about building an efficient, error-resistant working environment and you'll know how to react if ever an error does occur. *Preventing Mistakes at Work* is thought-provoking, it's fun and it's important.