

Developing an Eye for Accuracy



This practical workshop is for people who read, check or transfer information as part of their day-to-day work.

Typically, delegates achieve a 60% reduction in errors.

The objectives are to:

- Measurably improve data accuracy
- Boost efficiency and productivity
- Check numeric and alphanumeric data to prevent mistakes
- Increase concentration levels and attention to detail.

Through a series of written, audio and visual exercises, delegates 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 the delegates' work by relating them to real examples of data they use in their everyday tasks. And delegates 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.

To distinguish accuracy skills from typing skills, the delegates do not use computers or keyboards during the programme. Delegates learn why all human beings make mistakes and how to overcome the natural barriers to accuracy.

Here are just three examples:

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 us noticing.

Our reading skills

We were taught to read by recognising shapes and that means we don't 'see' each letter or number in its exact location. We tend to look at the overall shape and that 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.

Who's it for?

Developing an Eye for Accuracy is relevant to people who work with information or data. The workshop includes activities involving checking and transferring numbers, postal addresses, email addresses, names, alphanumerics and punctuated data, as well as transferring information by telephone and checking handwritten data.

Participants' typical job functions include:

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

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Content

Developing an Eye for Accuracy is delivered over two consecutive mornings or afternoons. Session One 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 Two explores how to apply accuracy techniques to specific types of data such as punctuated data, names and addresses and alphanumeric data.

A summary of the subjects covered in each session is shown below:

Session One

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

Session Two

- How to check names, addresses and emails
- How to transfer data by telephone
- How to check and transfer alphanumerics
- How to check and transfer punctuated data
- How to check handwritten data.

Benefits

1. Delegates learn to apply proven accuracy techniques to their work
2. Results from pre-course and post-course tests indicate the reduction in errors achieved. Typically groups achieve a 50-60% reduction in errors
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. Delegates understand the importance of accuracy and the consequences of errors. They are motivated to 'get it right, first time every time'
5. You will receive a follow-up call after the training to discuss the feedback and results. We discuss resources available to you and your participants' line managers to help optimise accuracy in the workplace and keep accuracy front of mind.

Fee and delivery

Duration: two half days (9:00 – 12:30 or 13:30 – 17:00)

Two groups can receive the training over two days – the morning group and the afternoon group, as shown in the table below.

Dates	Day 1	Day 2
Morning	Group A 16 delegates	Group A 16 delegates
Afternoon	Group B 16 delegates	Group B 16 delegates

Number of delegates:

16 per group (total of 32 over two days)

Delivered by a Scott Bradbury Accuracy Consultant.

Fees for 2 day delivery:

Up to 16 delegates: £4,980 + trainer expenses and VAT

Up to 32 delegates: £5,980 + trainer expenses and VAT.

Fees for 3 day delivery:

Up to 48 delegates: £7,980 + trainer expenses and VAT

Please contact us for a personalised quotation for training more than 48 delegates.

More information and booking

Please call 01 638 723590 | email accuracy@scottbradbury.co.uk | www.accuracyprogramme.co.uk



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