

Preventing Mistakes at Work



This practical one-day workshop is for team leaders and operational staff, who learn how to prevent mistakes from damaging their performance at work.

Course objectives

- To be able to explain why human beings make mistakes
- To devise three changes to the way you work, so as to reduce mistakes
- To be able to recover from mistakes with the minimum of disruption
- To learn from mistakes and prevent a recurrence.

Through a series of short trainer-led presentations, group activities and discussion, participants learn about the root causes of mistakes, why all human beings are fallible and how to take steps to prevent mistakes at work. The tools and techniques learned are made relevant to the participants' work by exploring them within the context of their day-to-day tasks. Participants draw on actual errors and 'near-misses' from their own experience to make the learning immediately useful and applicable.

The workshop focuses on the kind of mistakes, blunders and cockups that occur when people simply do things incorrectly. This is usually when they are feeling under pressure, when they aren't thinking about the wider needs of the task or when they have become distracted or bored. Learning how to apply structured checking procedures, how to manage stress and how to develop an 'accuracy mindset' all contribute to preventing mistakes at work.

The unintended and damaging consequences of mistakes occur because:

The human brain isn't designed for the modern workplace

We evolved as human beings to be hunter gathers, constantly on the alert for danger. This means that our brains aren't designed to concentrate and are unreliable for keeping track of tasks.

We stop thinking properly when under pressure

When deadlines are tight or goalposts keep changing it's easy to slip-up. A task which is usually no problem at all suddenly becomes a nightmare. That's because stress inhibits our perception and logical thought.

We aren't alert to the possibility of error

Anticipating mistakes means being in a much better position to avoid them altogether. Learning to be present-minded (as opposed to absent-minded) and being acutely aware of the consequences of mistakes leads to fewer errors, less hassle and improved performance.

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The course structure

Preventing Mistakes at Work is an in-house classroom-delivered one-day workshop. The programme explores the nature and causes of mistakes and introduces participants to practical tools and techniques for anticipating and preventing error.

Subjects covered

Morning session

- Mistakes v Misjudgements
- Contributory causes
- Distractions and memory
- Stress and thinking processes
- Managing workload
- Changes to the way we work.

Afternoon session

- Structured checking
- Checking documents
- Checklist design
- Planning to avoid mistakes
- Present-mindedness
- Resilience and responding to mistakes.

All participants complete a personal action plan for reducing mistakes.

Benefits of the course

1. Participants understand the contributory causes of mistakes and know how to mitigate them
2. Heightened 'accuracy mindset' and awareness of the possibility of error
3. Specific improvements in behaviour and procedures to achieve error reduction
4. Improved efficiency and productivity gained through reduced incidence of error.

Course fee and delivery

Duration: 1 day (09:00 – 17:00 with one hour lunch break).

Number of participants: Up to 18 per workshop.

Delivered by: A Scott Bradbury Accuracy Consultant.

Venue: Delivered in-house on your own premises.

Delivery fee: £2,225 plus trainer expenses & VAT.

Price includes all course materials and shipping.

More information

Please call 01638 723590

www.accuracyprogramme.co.uk/programmes/preventing-mistakes-work

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