



Crystal Lean Solutions

**Training**  
Academy

# Human Error Problem Solving



# Human Error Problem Solving

**DURATION:** 1 Day

**ACCREDITATION:** CPD Approved by Engineers Ireland

**COURSE CODE:** 1013

## AIM:

The aim of the Human Error Problem Solving programme is to provide the learner with the knowledge to understand the principles of Human Error and apply to problem solving when human error is assigned as the root cause.

## OBJECTIVES:

At the end of the course, learners will be able to:

- ✿ Define Human Error
- ✿ Identify how the Brain processes information.
- ✿ Describe the 4 Types of Human Error
- ✿ Describe the 12 subcategories of Human Error
- ✿ Understand the importance of designing a human-centred approach to process design.
- ✿ Complete a root cause analysis for Human Error

## THIS PROGRAMME IS FOR:

The training programme is suitable for those looking to improve their leadership capabilities, to maximise a positive outcome when engaging and interacting with people, including:

- ✿ All Managerial Roles
- ✿ People Leaders
- ✿ Project Managers

## **PROGRAMME CONTENT:**

### **Introduction to Human Error Principles**

- ✿ Overview of HEP strategy
- ✿ Understand the Benefits of HEP to Organisation
- ✿ Understand Human Error (definition and assumptions)
- ✿ Understand the traditional Human Error cycle
- ✿ Experience Human Error through a Simulation exercise
- ✿ Understand Fundamentals of how the Brain interprets information
- ✿ Understand the 4 categories of Human Error and subcategories
  - Competency Error and Subcategories
  - Omission Error and Subcategories
  - Decision Error and Subcategories
  - Execution Error and Subcategories

### **Problem Solving with Human Error Principles**

- ✿ How to utilise these Error categories in Managing your Business
- ✿ Introduction to Root Cause Analysis Problem Solving
- ✿ Overview of the 8 steps to human error problem solving
- ✿ Introduction to direct, contributing and root cause analysis.
- ✿ Complete a Human Error Problem Solving Analysis
- ✿ Summary and Conclusion

<b>ASSESSMENT:</b>	Not Applicable
<b>GRADING:</b>	Not Applicable
<b>PROGRAMME DELIVERY:</b>	The programme is delivered in a classroom setting
<b>TOTAL DURATION OF THE PROGRAMME INCLUDES:</b>	1 Day
<b>CERTIFICATION CRITERIA:</b>	Attend and participate in training
<b>CERTIFICATION BODY:</b>	Crystal Lean Solutions with Engineers Ireland approved CPD credits of 7 hours
<b>RECOGNITION OF PRIOR LEARNING (RPL):</b>	Not Applicable
<b>PRE-REQUISITE:</b>	Not Applicable

### **OTHER COURSES OF INTEREST FROM THE CLS TRAINING ACADEMY:**



-  Design if SMART Procedures
-  Project Portfolio Management
-  Constructive Conversations
-  Professional Diploma in Leadership
-  Change Management