



Crystal Lean Solutions

**Training**  
Academy

# Human Error Leadership



# Human Error Leadership

<b>DURATION:</b>	0.5 Day
<b>ACCREDITATION:</b>	Crystal Lean Solutions
<b>COURSE CODE:</b>	1038

## AIM:

The aim of this programme is to provide the learner with the knowledge to understand the principles of Human Error and its implications on the organisation.

## 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.
- \* Understand the proactive and reactive human error strategies.

## THIS PROGRAMME IS FOR:

The training programme is suitable for leadership roles within an organisation.

## 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.
  - o Competency Error and Subcategories
  - o Omission Error and Subcategories
  - o Decision Error and Subcategories
  - o Execution Error and Subcategories

<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>	Classroom training: 0.5 day
<b>CERTIFICATION CRITERIA:</b>	Certificate of attendance provided on completion of the full day of training
<b>CERTIFICATION BODY:</b>	Crystal Lean Solutions
<b>RECOGNITION OF PRIOR LEARNING (RPL):</b>	Not Applicable
<b>PRE-REQUISITE:</b>	None

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



- ☀ A3 Problem Solving
- ☀ Human Error Problem Solving
- ☀ Professional Diploma in Leadership
- ☀ Effective Presentation Skills
- ☀ Team Dynamics
- ☀ Lean Six Sigma Yellow Belt
- ☀ Lean Six Sigma Green Belt