

Eliminating Human Error 201

TeleCourse Topic Outline

1.0 Introduction

- 1.1 Why Are You Here?
- 1.2 Objectives
- 1.3 How to get the Most out of This Course
- 1.4 The HU Factor- Discussion and Review
- 1.5 Practicing Perfection™ - What it is / What it's Not
- 1.6 The Foundation: The Precepts of Practicing Perfection™

2.0 Human and Organizational Performance

- 2.1 Human Performance Defined
- 2.2 The Individual Performance Model
- 2.3 Individual Accountability
- 2.4 The Organization and the People Who Create It
- 2.5 Basic Organizational Performance Model
- 2.6 Joint Accountability

3.0 Human Performance Modes and Organizational Setups

- 3.1 Human Performance Modes
- 3.2 Generic Error Modeling System (GEMS)- The Psychology of Task Execution
- 3.3 Stages of Performance, Error Mechanisms and Error Types
- 3.4 Organizational Psychology of Error
- 3.5 The Anatomy of an Event
- 3.6 The 84 to 94 percent- Latent Organizational Weaknesses (LOWs)
- 3.7 Predominant Human Error Traps

4.0 Awareness and Self-Knowledge- The Learning Organization

- 4.1 Knowledge and Awareness
 - 4.1.1 The Event Pyramid
 - 4.1.2 Methods of Self-Assessment
- 4.2 Effective Tracking, Trending, and Corrective Action

5.0 The 6 to 16 Percent- Dealing with Human Fallibility

- 5.1 Human Fallibility Defined
- 5.2 The Primary Error Elimination Tools
- 5.3 Use of the Tools Within Your Organization
- 5.4 Culpability- When Should There be Personal Consequences?

6.0 The Synergy of “Team”- Developing Your Code of Honor

- 6.1 Why a Code?
- 6.2 Important Elements in any Code
- 6.3 Facilitation / Brainstorming Your Code
- 6.4 Sustaining Your Code- Calling and Being Called

7.0 Making Things Better (and better and better and better...)

- 7.1 Tapping Into the ‘Magic’ of Precepts 3 and 4- a simple Improvement Process That Actually Works!
 - 7.1.1 How it Works
 - 7.1.2 Why it Works

8.0 Tying it All Together- Your Plan for Performance Improvement

- 8.1 Where to Begin- Sponsorship...(or not)
- 8.2 The Most Influential Person in Your Organization
- 8.3 True Leadership
- 8.4 Key Elements to Successful Culture Modification
- 8.5 Developing Your Plan
- 8.6 The Story of the Old Fisherman- Your Call to Action