



Foundation Human Factors & Non-Technical Skills – Agenda

Aims and objectives of the course

To enhance knowledge and understanding of non-technical skills and their impact on performance in the workplace by:

- Describing theories of human factors and non-technical skills
- Recognizing the effects of stress on performance
- Evaluating the impact of human factors and non-technical skills on safety and effective performance in the workplace

1.	Introduction Who we are Aims of the course Agenda and timings
2.	Human factors and non-technical skills What are human factors? The importance of non-technical skills
3.	Communication Theory and model of communication Styles of communication Questioning
4.	Situation Awareness and Shared Situation Awareness Definition of situation awareness and describe its application to improving safety Contribution to incidents Fixation errors and causes of poor situation awareness Impact of shared situation awareness in teams Tools to use to improve situation awareness and shared situation awareness
5.	Decision making Model of decision making Strategies for making decisions Factors influencing decision making
6.	Teamwork and Leadership Theory and model of teamwork Challenges to teamwork Creating effective teams Theory and model of leadership Styles of leadership decision making
7.	Stress management Identifying stressors Effects of stressors on performance Techniques for managing
8.	General discussion What is the relevance of non-technical skills to your role? How can you use the tools and techniques?
9.	End of course assessment An assessment comprising multiple choice questions will be completed under test conditions (i.e. an invigilator will be present; no access to reference materials; a pass mark of 80% must be achieved). A maximum of 20 minutes will be allowed to complete the assessment. The assessment will be marked on completion and the results provided before termination of the course. City & Guilds accredited course certificates will be issued if the successful pass mark is achieved.
10.	Evaluation Thank you for coming along; we hope you enjoyed it and found today useful. Please complete the Evaluation Form and hand to the Presenter.

9.00 – 16.30: Breaks (coffee/tea/lunch) throughout the day as appropriate