



Presented by
Falconbury

Understanding and Managing Human Error - Essential Skills for the Transport Manager

1 August 2024
+ 12 November 2024

A practical course tackling the issue of human error and how to effectively manage it in the transport sector.



Format:
Live online



CPD:
6 hours for your records



Certificate of
completion

Course overview

A transport manager has full, and legal, responsibility for an organisation's transport operations. Managing human error is a significant factor which the transport manager needs take into account when performing this important role. It's crucial that this risk is fully understood and carefully managed in today's commercial environment.

Human error can not only damage the organisation's commercial reputation and lead to loss of revenue but, more importantly, errors can lead to accidents, injuries and, potentially, loss of life. The importance of managing and reducing error cannot be overestimated.

This specialist one-day event will help you identify different ways to review and improve work processes so as to reduce the chance of human error in the future. It has been designed to focus specifically on the particular scenarios and risks associated with the transport sector. Two fundamental questions are considered during this programme:

1. How significant a factor is human error in transport operations?
2. How can human error in the workplace be better managed?

It's important to note that this webinar will not simply provide a generic "recipe book for fixing human errors" because each organisation is different. Instead, the aim is to introduce the transport manager to a different way of thinking about, and then effectively managing, human error.

References will be made to the work of leading academics in the field of human error; international case studies will be discussed to help embed the learning; and topics will be introduced both to challenge understanding and form the basis of a robust management plan.

Overall the programme will enhance the professional skillset of the Transport Manager and, in turn, help establish them as a specialist member of the organisation's management team. By providing the knowledge and skills to work to eliminate human error, it will improve the overall performance both of the transport operation in particular, and the company in general.

Benefits of attending

By attending this course you will:

- **Understand** the impact of human error on a business
- **Learn** about some of the psychological factors behind human error
- **Navigate** the minefield of managing human error
- **Get to grips** with key driver specific issues
- **Be aware** of organisational and communication failures
- **Identify** different ways to review and improve work processes to reduce the chance of human error within your business

Who should attend?

Professionals in the transport industry who want to get to grips with understanding, managing and reducing human error within their business, including:

- Transport managers
- Transport compliance managers
- Fleet managers
- Transport directors, co-ordinators and advisors
- Logistics managers

Although transport managers (and their assistants) are the primary target audience, the course would also be of benefit to other senior managers and directors, both in the transport sector and other business sectors.

Programme

Introduction

Are people the problem?

- Risk assessments assume that outcomes are predictable – but people can be unpredictable – does that make them a problem?
- Do people have a passive or an active role to play in achieving tasks?

Assumptions

- What do we mean by the term "assumptions"?
- Case study – how an assumption led to a tragedy

Selective attention

- The "gorilla effect"
- How can you not see a dead deer in the road?

Cognitive biases

- Why knowing the outcome of an event can sometimes be very unhelpful
- Case study – the link between the "Wheel of Fortune" game, African countries and the United Nations

Errors and violations

- Understanding the differences between an error, a mistake and a violation
- Case study – the violation that led to the 1988 Clapham Junction rail crash

Driver specific issues

- Driver fatigue – what does current research show?
- Driver stress – what is it, and why should you be concerned?

Organisational failures

- The link between human error and flawed management systems
- Case study – the "pilot" error that was proved to be the company's fault

Communication failures

- How do communications actually work?
- What can go wrong in communications?

Blame

- What do we mean by "blame"?
- Is blame necessary?
- The "no blame" culture

Looking ahead

- How to devise an action plan which will both improve work processes and reduce the possibility (and effect) of errors

Presenter



Andy Farrall

Andy Farrall FIIRSM, CMIOSH, MIIAI, MIoL, is a chartered safety consultant and qualified accident investigator who is not only a Fellow of the International Institute for Risk and Safety Management (among other professional accomplishments) but who is also accredited on the UK Occupational Safety and Health Consultants' Register (OSHCR). He has a wide range of personal experience in fields as diverse as law enforcement (having worked as a specialist investigator with two élite law enforcement agencies, including dealing with complex international fraud); emergency services (including a project, commissioned by the Irish National Ambulance Service College, to develop specialist courses for their officers and paramedics); safety management consultancy; and health & safety training.

By drawing on this wealth of practical knowledge he has designed, and now presents, a series of very informative webinars on topics of real value to professional managers.

Course dates

1 August 2024

Live online

09:30-17:00 **UK (London)** (UTC+01)

Course code 14288

GBP ~~399 499~~

EUR ~~579 719~~

USD ~~663 819~~

Until 27 Jun

12 November 2024

Live online

09:30-17:00 **UK (London)** (UTC+00)

Course code 14289

GBP ~~399 499~~

EUR ~~579 719~~

USD ~~663 819~~

Until 08 Oct

How to book



Online:

ipi.academy/2704

Alternatively contact us to book, or if you have any queries:



Email:

info@ipi.academy



Phone:

[+44 \(0\)20 7749 4749](tel:+442077494749)

Discounts

- Booking more than one delegate on any one date qualifies for a **15% discount** on the second and subsequent places.
- Most events qualify for an **early booking discount** prior to 6 weeks before the course date. Be sure to check on our website, where the latest discounts will be shown.

Further information

Fee

The fee includes all meals and refreshments for the duration of the course (for venue-based courses) and a complete set of course materials (provided electronically). If you have any particular requirements, please advise customer services when booking.

Please note

IPI Academy (and our training partners) reserve the right to change the content and timing of the programme, the speakers, the date and venue due to reasons beyond their control. In the unlikely event that the course is cancelled, we will refund the registration fee and disclaim any further liability.

Terms and conditions

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ALEKSANDRA BEER

Tel: +44 (0)20 7749 4749

Email: inhouse@ipi.academy



YESIM NURKO

Tel: +44 (0)20 7749 4749

Email: inhouse@ipi.academy



IPI
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IPI Academy is a training initiative of Falconbury and Management Forum; leading providers of industry training for over 30 years, based in the UK.

10-12 Rivington Street
London EC2A 3DU

ipi.academy

Tel: +44 (0)20 7749 4749

Email: info@ipi.academy