

OPEN COURSE INFORMATION

Humans as Heroes and Hazards (2 day Foundation)

Brief overview of the two-day course:

- Programme overview including the 'system model' and threat & error management
- Non-technical skills - behavioural markers
- How people make errors – recognition of the limitations of the human brain
- Migration of boundaries
- Stress & error management
- Situation Awareness
- Individual and Team Decision Making
- Communication - verbal and non-verbal and assertiveness
- Dealing with difficult people
- Leadership and team working in a clinical setting
- Personality types and self-awareness
- Adherence to safety protocols and checklists
- Briefing the Team Briefings
- Debriefing – a focus on learning not mere blame

What you will gain:

- Understand why current processes may not be giving you the results you want.
- Reach long-term solutions to recurring issues and everyday challenges - which can be easily be implemented into your daily practice.
- Gain the 7th C: Confidence - to raise issues and help implement positive changes.

- Understand the impact of behaviour and personality types on team performance.
- Learn how to handle hierarchical barriers and focus on safe and effective care
- Understand how to manage stress, fatigue and high workload
- Address the issues that matter to you with people who understand.
- Small class sizes to ensure you enjoy and gain as much from the training as possible.
- Courses delivered by approachable, friendly trainers who are passionate about what they do and have experience of working in high performance, high risk occupations.
- Continue the discussion after the course with our private LinkedIn group.

**This two-day training course has been accredited with
12 external CPD points for full attendance.**

Course fee:

Early bird £299 + VAT (£358.80 total)

Full price £360 + VAT (£432.00 total)

We will issue an invoice to complete payment for the course.

Please return to our website for details on upcoming course dates and locations, or to continue with your booking.