



The realities of Human Error

The What:

This 1/2 day in person interactive workshop dives into the realities of human error and how by understanding this can you better set yourself, your team and your business up for success. There is a lot of science that goes into understanding how people work and this is both useful and fascinating in equal measures. We will explore the common types of human error, error traps which are things that make it more likely that errors will occur and a model called Organisational Drift. Which can be utilised to understand the gap between how you plan to execute work and what happens in reality.

The Who:

- Everyone!
- Whether you are a Business owner, a Leader, a team player, sales person, if you interact with people in a team environment or work on your own.

The Why:

Humans are an obvious and integral part of any team or business, they are wonderfully adaptive, flexible and agile, however they are fallible by their very nature and make mistakes. If we can understand this and the things that can make it more likely that people will make errors we can be more proactive in this space, and set people up for success more often. This will lead to less failures, less quality issues, and less complaints from customers, as well as less frustrations from team members. Once you know this stuff you can't unlearn it and it will change how you look at work and life forever.

The Numbers:

- 1/2 day - 4hr workshops
- number of attendees of 5 - 20
- each workshop is £1250 + VAT
- includes 6 weeks of digital handouts with self reflection prompts to keep the key messages alive long after the workshop finishes.

