Sentinel Global Solutions

TRAINING COURSE

Human Factors in High-Risk Environments

How people and teams perform when the stakes are high

DURATION
1 to 5 days

SECTORS
Healthcare, pharma, construction

DELIVERY
In-company or online

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Course overview

Most serious incidents involve human performance: a missed step, an unclear handover, a warning nobody felt able to raise. This course explains why capable people make errors and how teams and organisations can catch them before they cause harm.

Drawing on decades of human factors practice in aviation and other high-consequence industries, it is tailored to each sector, with case studies and exercises from operating theatres, pharmaceutical manufacturing, construction sites and other demanding workplaces.

At a glance

DURATION
Standard course of 3 days, with 1-day and 5-day options

FORMAT
Workshops, case studies and team exercises

SECTORS
Healthcare, pharmaceuticals, construction, energy and other high-risk industries

CLASS SIZE
Up to 12 participants

ASSESSMENT
Case study work and team exercises

CERTIFICATION
Certificate of completion for each participant

Who should attend

Frontline teams and their supervisors, team leaders, quality and safety professionals, and managers responsible for safety-critical work.

Learning outcomes

On completion, participants will be able to:

1. Explain how people perceive, decide and act, and the limits that lead to error.
2. Recognise different types of error and violation, and the conditions that cause them.
3. Manage fatigue, stress and workload in themselves and their teams.
4. Use proven communication tools such as briefings, closed-loop communication and structured handovers.
5. Speak up about safety concerns, and lead teams where others feel able to do the same.
6. Apply just culture principles and design work so that errors are less likely and easier to catch.

Course programme

The standard three-day programme moves from the individual, to the team, to the wider system and culture.

Standard three-day programme

DAY 1	**Human performance and error** How people perceive, decide and act; attention and memory; slips, lapses, mistakes and violations; the Swiss cheese model; fatigue, stress and workload. **Practical:** Error analysis of a sector-specific case study
DAY 2	**Teams and communication** Situational awareness; briefings and debriefs; closed-loop communication; structured handovers; authority gradients and speaking up; leadership and crew resource management principles. **Practical:** Team simulation exercise with a structured debrief
DAY 3	**Systems and culture** Just culture and incident reporting; designing out error with checklists, procedures and the work environment; learning from incidents and near misses; building lasting habits. **Practical:** Just culture decision exercise and a team improvement plan

Other formats

One day	A human factors awareness day for frontline teams, focused on error, communication and speaking up.
Five days	The full programme plus sector modules, such as theatre teamwork, cleanroom and GMP behaviours, or site supervision, and an introduction to incident investigation.

Case studies, exercises and examples are chosen for each client's sector, so participants work with situations they recognise from their own jobs.

Course materials

Every participant receives a complete set of materials, theirs to keep after the course.

Item	Format	Use
Participant workbook	PDF	Reference notes, models and tools used throughout the course
Team tools pack	PDF	Briefing, debrief and handover prompts to use back at work
Course slides	PDF	The full slide set, for participants to take home
Certificate of completion	PDF	Issued to each participant who completes the course

ENQUIRIES AND BOOKINGS

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