

"Human fallibility is like gravity, weather, and terrain, just another foreseeable hazard. Error is pervasive. The unexpected is pervasive. What is not pervasive are well-developed skills to detect and contain these errors at their early stages".

- Karl Weick, Managing the Unexpected

Most organisations have transitioned from a predominantly person centered approach for learning from and preventing recurrence of major workplace incidents, to a systemic safety investigation approach. This is partly due to an evolution of thinking about incident causation over the past twenty years, with one notable improvement being the transition to systemic safety occurrence analysis methods such as Tripod Delta, Incident Cause Analysis Method (ICAM), AcciMap, Root Cause Analysis (RCA), Tap Root, and the Human Factors Analysis and Classification System (HFACS).

However, for many experienced incident investigation practitioners, there is a sense of *déjà vu* because the same factors appear to have contributed to similar scenarios in the past, either as significant incidents or as near misses. What is surprising and frequently disappointing, is the fact that the industry has not learned from these prior events and acted effectively to mitigate the risks and prevent similar incidents from reoccurring.

In part, the problem lies in the lack of integration of key safety assurance activities which are often conducted in isolation. An INTEGRATED approach to both reactive incident investigation and proactive risk management is desirable as a means of continually monitoring the efficacy and robustness of **Fatal/Critical risk controls**. This training program is focused on providing participants with a highly practical and repeatable method to harvest their knowledge about historical events and use a data driven process to identify and address these conditions before their potential for harm and damage is realised.



The **Proactive Loss of Control Analysis (P-LOCA)** technique is based on a contemporary adaptation and integration of the principles of Reason's Swiss Cheese model with the Bow Tie Risk assessment methodology. Building on these principles, P-LOCA is a systemic proactive approach for identifying the efficacy of **prevention** and **mitigation critical risk controls**. It enables potential events to be analysed, drawing on the collective experience and knowledge of operational personnel about the adequacy of critical controls to manage risk in their workplace; which are often understood implicitly by frontline operators in safety-critical roles; but are seldom made explicit to those at higher levels of the organisation.

WHAT YOU WILL LEARN?

Upon completion of this course, you will be able to:

- Understand the relationship between human error, loss of control and the failure of prevention and mitigation critical controls.
- Consolidate understanding of how major workplace incidents occur and how they can be prevented.
- Identify common systemic risk factors which might contribute to an occurrence. Provide insight regarding threats to operational safety and efficiency.
- Practically apply a proactive loss of control identification methodology to identify and fix conditions before they cause problems.

WHAT IS COVERED?

- Systemic Safety Investigation Methods:
 - Human factors and safety behavior in context
 - The organisational accident and the focus on the identification and control of broader systemic factors
 - Déjà vu – the identification of common factors across different incidents
 - A failure to learn from the past
- A practical approach to Human Factors Analysis for Incident Investigation:
 - Limitations of current systemic investigation methods in analysing human factors contributions
 - **Loss of Control Analysis (LOCA)** – a practical human factors method for improving critical control effectiveness.
 - Maintaining control – a step by step approach for strengthening critical risk controls.
- A review of current proactive risk management techniques:
 - The limitations of safety audits and inspections, specialist peer reviews and safety observations.
 - The bow tie risk assessment methodology.
- Critical Control Management:
 - The identification of fatal/critical risks
 - Developing fatal/critical risk controls
 - Operationalising fatal/critical risk controls across your business
- An introduction to **Proactive Loss of Control Analysis (P-LOCA)**:
 - Using empirical data to select the appropriate fatal/critical risk(s)
 - Identifying minimum critical controls to protect people, environment and equipment from harm
 - Analysing behavior that may undermine the efficacy of the controls
 - Identifying error-producing conditions and latent factors that promote error(s)
 - Integrating reactive and proactive methods
- Team Investigation Activity:
 - Practical application of **P-LOCA**
- Course summary:
 - Familiarisation with take home tools, templates and examples

COURSE LOCATIONS

Various Asia and Australia locations

WHO SHOULD ATTEND?

This training program is designed for those individuals seeking a comprehensive understanding of how to integrate reactive and proactive safety assurance processes, so that more strategic decisions can be made about where to focus safety efforts. Expected participants include:

- Executives and Senior Managers
- Team leaders and supervisors
- Human Resource Managers
- Environmental managers
- WHS and injury management personnel
- Safety Investigators/Auditors
- Safety Regulators
- Quality, risk, compliance and assurance managers
- Safety Data Analysis Specialists
- Learning & Development/Training Managers

TESTIMONIALS

"Opened thought processes that I had not previously considered".

Senior Inspector, SafeWork NSW, Sydney

"Exceeded expectations. Will recommend more of the team complete the training"

Executive Manager, Maintenance, SMRT, Singapore



DURATION

2 days

FEE

USD\$999 per person

DISCOUNT

- Group Discount – Three or more participants registered for the same course, from the same organisation and billing source:
 - Three to six: 10%; Seven or more: 20%

CLIENT FOCUSED PROGRAMS

Contact us at www.globalsafetytrainers.com or send an email to admin@gstrainers.com if you would like more information on how this program can be tailored to your specific organisational or industry requirements.

LEARNING ACTIVITIES

- Interactive presentations
- Team Based Case Study work
- Provision of USB drive with comprehensive human factors, tools, resources, templates and checklists that can be applied back in the workplace

ABOUT GLOBAL SAFETY TRAINERS

We provide public and client focused practical training programs throughout Australia, New Zealand, Asia, North America, South Africa and Latin America, customised to national culture and language requirements. All our training programs utilise industry focused case studies via 3D animation and other multi-media delivery methods. Our course facilitators have both formal vocational training qualifications and second to none experience in practically applying their field of expertise in a variety of industrial settings.



COURSE FACILITATORS

For the past 25 years our expert course facilitators have worked with many organisations across a range of industries, in conducting independent investigations, facilitating systemic incident investigation training courses and developing fatal/critical risk control programs

Dr Graham Edkins is a qualified Organisational Psychologist and internationally regarded human factors and safety management systems expert with broad experience as a transport safety regulator, group safety manager and independent investigator. As a former Air Safety Investigator (Human Performance) with the Australian Transport Safety Bureau (ATSB), Manager Flight Safety Investigations for Qantas Airways, Executive Director of Public Transport Safety Victoria and Group General Manager of the Civil Aviation Safety Authority (CASA), he brings a wealth of experience and detailed knowledge of contemporary safety regulation, major event investigation and human error management practices. Dr Edkins is regularly retained as an independent safety investigator and human factors expert witness for various civil and criminal matters. Additionally, he provides ongoing safety and human error management coaching services to several company boards and executives.

