

# Human Capabilities in the Energy Industry

Knowing the Reasons Behind and Impact of Human Behavior in an Organization

## Introduction

All accidents, including those involving injuries, unit trips, equipment damage, environmental discharges, etc., are attributed to "human error." How can we lessen the impact of human error on events? That question has long lacked a satisfactory response. We can handle human mistake more effectively if we comprehend its multifaceted nature. Positive outcomes follow in every department of your company as well as on a personal level. Nobody likes to be the one called out for making a mistake, especially when everyone in the same circumstance would have done the same thing.

Delegates will be able to anticipate, stop, and rectify human mistake inside the parameters of the systems they operate in thanks to this Course N Carry training course. You will learn about Human Performance (HP) in this training course and how important it is to efficient safety management and incident investigation. The five essential principles of human performance will be revealed to you, along with the ability to recognize and distinguish between latent circumstances and active triggers.

## Objectives

**After completing this Course N Carry training course successfully, the delegates will comprehend:**

- Initial causes of human mistake
- Organizational effects on human mistakes and behaviour
- Analysis of event failure
- Drifting inside the organization
- Tools for reducing errors
- Techniques for performance coaching that work
- Methods of alter culture
- Event learning teams and learning organizations

## Training Methodology

Presentations and interactive, instructor-led conversations about each participant's own interests will be included in this training course. The formal lecture sessions will be supplemented by practical exercises, multimedia content, and case studies designed to

encourage these discussions and maximize the benefit to the participants.

Above all, a lot of case studies and examples of situations that the course leader has personally been involved with will be used by him.

## Organizational impacts

To better manage and raise the value of human capital in an organization, it is crucial to comprehend why individuals act in certain ways and to research the complex nature of human beings in organizations. By examining the causes and effects of human behaviour inside an organization, organizational behaviour aids in our understanding of this.

### **The following benefits will accrue to the organization:**

- Better communication between the company and its workers
- Improving safety performance outcomes
- Enhancing Labor/Industrial Relations
- Making the most of human resources
- Forecasting the behaviour of people

## Personal Impact

### **The following negative aspects of human behaviour will be more easily recognized by the delegates:**

- Examine common misconceptions on human performance in accident inquiry and prevention.
- Learn more about the distinctions between human error and system error.
- Putting your company in a better position to create plans that can effectively reduce occupational disease and injury
- Be more equipped to allocate resources more wisely.
- Enhanced performance in terms of safety

## Who should attend?

Safety managers, operational managers, and human resource managers in all sectors who want to learn more about the impact of human mistake in the workplace should take this course on human performance in the energy sector.

- HSE Employees
- Officers of Safety
- Managers of Plants
- Engineers
- Maintenance personnel who perform repairs or maintenance on machinery used in industry

- Members of workplace committees, facility managers, and other individuals who might require a general understanding of human performance attributes

## **Course Outline**

### **Day 1**

#### **Overview of Human Performance**

- Summary
- Individual Achievement
- An Event's Anatomy
- A Strategic Perspective on Human Performance
- Fundamentals of Human Performance
- People's Fallibility
- Modes of Performance

### **Day 2**

#### **Leadership and Culture/Evolution of Human Performance Organizational Culture Safety Culture**

- Leadership
- Important Leadership Techniques
- Model of Behaviour Engineering
- Establish a Just Culture
- Conducting a Gap Analysis
- Decision Tree for Culpability
- The Creation of a Reporting Culture
- Aspects Affecting Organizations

### **Day 3**

#### **Organizing Controls Defense-in-depth**

- Model of Performance
- Taking Charge of Controls
- Instruments for Discovering Organizational Latent Conditions
- Warning Signs: Elements that Defeat Regulates

## Day 4

### **Benchmarking, Observations, and Self-Assessments in Management Tools**

- Indicators of Performance
- Self-Governing
- Work Product Evaluation
- Examining Situations Caused by Human Error
- Management of Change
- Reporting Mistakes and Close Calls
- Decision Tree for Culpability
- Surveys of Employees

## Day 5

### **Human Performance Instruments for Teams and Individuals**

- Task Overview
- Review of the Worksite
- Contesting Attitude – at the Level of Activity
- Inquiring Mindset - Task Scheduling & Arrangement
- When in doubt, pause
- Self-Evaluation
- Utilizing Procedures and Following Them