**Human Factors Part 1 (one day course)**

* TCCA new risk management initiatives
* The systems approach – What is a system?
* Human factors are not a system
* Review King Air accident Richmond BC 2011
  + Discuss related human factors and errors
* The dirty dozen – all of the dirty dozen are discussed and imbedded videos are used to demonstrate common failures.
  + Fatigue
  + Stress
  + Assertiveness
  + Awareness
  + Resources
  + Knowledge
  + Teamwork
  + Norms
  + Complacency
  + Pressure
  + Distraction
  + Communication
* Video a “chain of events”
  + Slides and discussion
* Video “Jerry Collins makes a mistake”
  + Slides and discussion
* Human performance on the job

**Human Factors Part 2 (one day, also is recurrent HF training as required.)**

* Examining risk (video and discussion)
* Critical thinking (discussion 11 slides and examples)
* Basic human weakness (risk factors)
* Discuss the Qantas A380 engine failure
* Loss of control accidents
* Assessing and reacting to risk – repercussions
* Fundamental weakness
  + TCCA a paradigm change
* Addressing human error and the risk it represents
  + The person approach
    - Naming and blaming
  + The systems approach
    - The “Swiss cheese “ example
    - Systemic deficiencies
* Basic organization
* Maintenance errors – causes and effect – video
  + Massive systemic failures
* Thinking outside the box
* Risk management
  + Error management
  + Error prevention
  + Error containment
* What are the risks we face?
* Evidence of risk
  + The Heinrich Ratio
* Assessing and managing risk