Facilitation Guide

Video 4: Managing Human Performance Risk

Error is Normal.

Human error is normal and inevitable. We forget things, we get distracted, tired, and these varying conditions increase the likelihood of human error.

This guide is a companion to the **Managing Human Performance Risk** video. It will help you and your team to acknowledge error traps and how they show up in your work.

Get the most out of the safety video

01 **Before watching the video, discuss with your team:**

Have you ever...
- Had procedures that did not make sense to you?
- Had the wrong tools that did not fit the purpose/task?
- Been asked to perform a task that was unfamiliar to you?

02 **Watch the safety video**

- Do you think that humans can be helpers and hazards?
- What internal and external factors influence your performance at work?
- Recall a recent mistake you made at work, what were the conditions and context surrounding it?

03 **Discuss with your team**

- Was any information in the video surprising or confusing?
- What are the potential error traps you encounter in your daily tasks?
- How can you proactively manage these conditions to reduce the likelihood of errors?
- Where can you enhance your controls to fail safely if an error occurs?

04 **Key takeaways**

- Human error is normal. Focus on understanding and improving systems rather than blaming individuals for errors.
- Identify and address error traps and performance shaping factors to reduce the likelihood of errors
- Consider the interface between humans, business processes, the environment and equipment.

05 **Review additional resources**

- Human and Organizational Performance
- The Scramble | Solving Problems with the 4Ds