

Short Course on Human Error and Risk Management



Promoting leading practice through delivery of a quality professional development program, addressing the practical challenges of sustainable development in the minerals industry



3 - 4 August 2009

NOAH'S On the Beach, Newcastle NSW

Over the years, a variety of approaches and systems have been applied to the management of safety. Traditionally, the focus was on 'engineering' hazards out of the work environment and on inspections of workplace conditions. Another common approach was the application of a vast array of safety procedures. However, in recent times the emphasis in safety has moved towards behaviour-based safety and more recently on, specifically, the risky behaviours of employees. Risk-taking behaviour occurs at all levels of an organisation. Risk perception is a complex aspect of behaviour that is quite 'under-researched' and not fully understood. This short course will provide insights and understanding of these people factors in safety. In any given work situation, there will always be an element of risk. 'Risk Based Safety' refers to the abilities and capabilities of workers to identify, assess and understand risk in their work environment and to be competent to take these risks. How well the risks are taken is what is defined as risk competency. This course in Human Error and Risk Behaviour is focussed on the 'psychology of risky behaviours' and brings together concepts and learning from a variety of social sciences, largely from Cognitive and Organisational psychology.



"Various researchers have found that the 'human factor' is responsible for between 72% and 91% of all industrial accidents."

KEYNOTE SPEAKER



The presenter, Corrie Pitzer (B.Hons Psych, GradDip Ed, Hons BM, MBA), is highly qualified and experienced in the fields of leadership development, behavioural psychology, general management, and in complementary fields of safety, risk and quality management.

SHORT COURSE OUTCOMES

After completing this course you should be able to describe the major theoretical concepts that impact on human behaviour in the work environment, and specifically on risky behaviour, identify the organizational drivers of risky behaviour, explain the concepts of "risk compensation behaviour" and have an understanding of the complex organisational and behavioural causes of accidents/disasters.



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ABOUT THE PRESENTER



Corrie Pitzer (B Hons Psych, GradDip Ed, Hons BM, MBA) is a specialist in behavioural safety and strategic safety management, and is a leading international consultant in this field, having worked throughout all the major mining countries of the world.

His work is based on extensive behavioural and cognitive research which resulted in establishing a new concept in safety: (Risk) Competency-based Safety (CBS). At a strategic level he works with leadership teams internationally to develop strategic safety approaches, leading to the development of the highly acclaimed Safety Leadership Program for large mining corporations in Canada, USA, Mexico, South Africa and Australia.



His company, SAFEmap International, is today regarded as the leading consultancy in this field, with several international corporations utilizing his expertise, including Goldcorp, Kinross Gold, Sandvik, Centerra Gold, Novagold, Codelco, DeBeers and previously Placer Dome.

SHORT COURSE PROGRAM

The short course is designed to provide delegates with the ability to apply sound knowledge of human error and risk behaviour in the workplace and in the management of their OH&S systems.

Content areas for course:

- Theories of human behaviour and risk taking behaviour
- Concepts of human error
- Risk motivation theories
- Perceptions, cognitions and skills of risk identification
- Attitudes, behaviour and belief models of risky behaviour
- Organisational culture and risk behaviour

SHORT COURSE ACTIVITIES

Delegates will participate in the following activities:

Group activities:

- Analyse behavioural causes of disasters
- Discuss contentious issues concerning risk management
- Review current OH&S systems and propose adaptations

Individual activities:

- Review major theories of risky behaviour
- Review research in risky behaviours
- Analyse case studies of risky decision making
- Identify types of risky behaviours in practical situations
- Recognise own personal risk perception styles

Team activities:

- Conduct risk analysis exercises to explain risk biases/heuristics
- Identify influences on and effects of team risk perceptions
- Conduct team analysis of risky behaviours
- Complete team exercises on 'risky shift behaviours'
- Analyse OHS management systems for risk compensation effects

BENEFITS OF ATTENDING

Those who will derive benefit and practical skills from their attendance include: Health and Safety Managers, HR Professionals, Emergency Services Professionals, Group Training and Safety Industry Professionals across all industries.



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DELEGATE DETAILS

Title:
First Name:
Surname:
Position:
Organisation:
Postal Address:
Suburb/Postcode:
State/Country:
Phone:
Fax:
Email:
Dietary Requirements:

REGISTRATION (Due 20 July 2009)

- 2 Day Short Course Registration 3-4 August - \$ 1950 inc GST
 Attending Workshop Dinner - Monday 3 August (incl in registration costs)

All prices include GST. Registration costs include tuition, materials, lunches and some beverages while attending the program and networking events, including a formal dinner. Limited places available.

PAYMENT DETAILS

- Cheque - made payable to The University of Queensland
 Company Purchase Order No:
Company ABN No:
Mailing address for invoice:
- Bankcard MasterCard Visa
- Card Number:
- Name of Cardholder:
Expiry Date:
Signature:

FOR OFFICE USE ONLY



PAID DATE:

INVOICE NO:

ENTRY DATE:

ACCOMMODATION

Delegates can book their accommodation at their own expense at the following hotels:

Quality Hotel NOAH'S on the Beach

Cnr Esplanade & Zaara Street
Newcastle, NSW 2300
Ph: + 61 2 4929 5181
Fax: + 61 2 4926 5208

Hotel Ibis Newcastle

700 Hunter Street
Newcastle, NSW 2300
Ph: +61 2 4925 2266
Fax: +61 2 4925 3377

Travelodge Newcastle Hotel

12 Steel Street
Newcastle, NSW 2300
Ph: +61 2 4926 3777
Fax: +61 2 4926 4379

For further accommodation options and information about Newcastle visit <http://www.visitnewcastle.com.au/visitnewcastle.asp>

ACMER COMMUNICATION

- Tick here if you do not wish to receive our electronic ProgramUpdates

Where did you learn about this workshop?

- ACMER Emailing ACMER Website
 Colleague Other (please specify):

CANCELLATION

ACMER reserves the right to cancel any course at its discretion. Whilst we endeavour to make every effort not to do this, there could be circumstances beyond our control (e.g. insufficient numbers) that may prevent us from going ahead. In the light of this, if you need to fly, we suggest that you purchase a fully flexible airline ticket. Delegates cancellations 14-8 days before course commencement incur an administration fee of \$110. For cancellations 7 days or less before course commencement and non-attendance at the course, the full registration fee is payable. Substitutions accepted when advised.

WORKSHOP INFORMATION

Course days will commence at 8.30am and generally conclude at 5.00pm. Please note these times may be subject to slight variations. For more information please go to: www.acmer.uq.edu.au/training/program.html

VENUE

Promenade Room,
NOAH's On the Beach
Cnr Shortland Esplanade & Zaara Street
Newcastle, NSW 2300
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Fax: 02 4926 5208
Web: www.noahsonthebeach.com.au