

Course Name

Human Factors & Error-Resistant Workplaces

Sector Name

Health, Safety and Environment

Document Type

Generated by Boostlab

[Click Here To Visit Course](#)

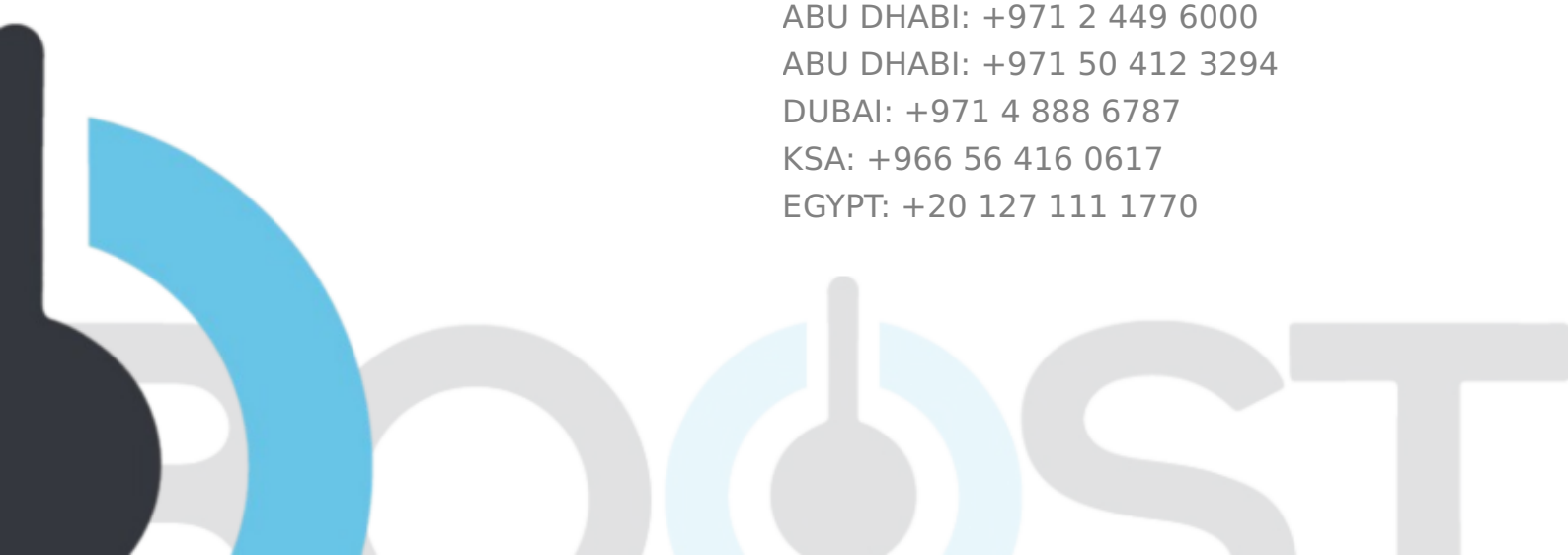
ABU DHABI: +971 2 449 6000

ABU DHABI: +971 50 412 3294

DUBAI: +971 4 888 6787

KSA: +966 56 416 0617

EGYPT: +20 127 111 1770



Human Factors & Error-Resistant Workplaces

Course Introduction

Workplace incidents are often explained by saying that someone was distracted, forgot a step, made the wrong decision, or failed to follow a procedure. Yet experienced and well-trained employees can still make mistakes when work is complex, information is unclear, interfaces are confusing, procedures do not reflect reality, or systems depend too heavily on perfect human performance. Treating every error as an individual failure can therefore leave the conditions that made the error possible unchanged.

Boost Consulting & Training has designed this course to help organizations understand human error differently: as valuable information about how people interact with tasks, systems, equipment, procedures, and workplace conditions. Participants learn to identify error-producing conditions, examine why actions make sense in the circumstances in which they occur, and strengthen the barriers surrounding safety-critical work. The emphasis is not on eliminating human error unrealistic goals but on preventing ordinary mistakes from escalating into serious consequences.

The main concept of this course is to build workplaces that anticipate human error and remain safe when mistakes occur, rather than relying on people to perform perfectly every time.

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To Visit Course](#)

BOOST

Human Factors & Error-Resistant Workplaces

Target Audience

- ✓ HSE and occupational safety professionals
- ✓ Operations and maintenance managers
- ✓ Supervisors and frontline leaders
- ✓ Risk, quality, and operational excellence professionals

ABU DHABI: +971 2 449 6000

ABU DHABI: +971 50 412 3294

DUBAI: +971 4 888 6787

KSA: +966 56 416 0617

EGYPT: +20 127 111 1770

[Click Here To Visit Course](#)



Human Factors & Error-Resistant Workplaces

Learning Objectives

- ✓ Explain how human factors influence safety, reliability, and workplace performance.
- ✓ Distinguish different forms of human error and the conditions that make them more likely.
- ✓ Identify error-producing factors within tasks, procedures, interfaces, equipment, and work environments.
- ✓ Analyze incidents and operational problems beyond the immediate actions of the individuals involved.
- ✓ Assess safety-critical tasks for points where ordinary human mistakes could create serious consequences.
- ✓ Design stronger controls, barriers, and work arrangements that reduce dependence on perfect performance.
- ✓ Improve procedures, information, interfaces, and operational practices using human-factor principles.
- ✓ Apply a structured approach to developing more error-tolerant and resilient workplaces.

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To Visit Course](#)



Human Factors & Error-Resistant Workplaces

Course Outline

✓ Day 01

Understanding Why Good People Make Mistakes

Rethinking Human Error

- ✓ Moving beyond the assumption that incidents result simply from carelessness or non-compliance
- ✓ Distinguishing slips, lapses, mistakes, and deliberate deviations in workplace situations
- ✓ Understanding how context influences what employees see, understand, decide, and do

Finding Error-Producing Conditions

- ✓ Identifying time pressure, complexity, interruptions, poor information, conflicting priorities, and difficult interfaces
- ✓ Examining how workplace conditions combine to increase the likelihood of error
- ✓ Creating an Error-Producing Conditions Map from a realistic operational case

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To vist Course](#)

Human Factors & Error-Resistant Workplaces

Course Outline

✓ Day 02

Finding Vulnerability in Safety-Critical Work

Where Human Error Matters Most

- ✓ Identifying tasks where small mistakes can produce disproportionately serious consequences
- ✓ Examining critical decisions, handovers, verification points, isolations, sequencing, and control interactions
- ✓ Mapping opportunities for errors across a safety-critical task

Procedures Versus Work as Actually Done

- ✓ Identifying gaps between written procedures and the realities employees encounter during everyday operations
- ✓ Understanding why workarounds and adaptations develop when procedures do not fit operational conditions
- ✓ Conducting a Work-as-Done Review to uncover hidden vulnerabilities in a routine task

ABU DHABI: +971 2 449 6000

ABU DHABI: +971 50 412 3294

DUBAI: +971 4 888 6787

KSA: +966 56 416 0617

EGYPT: +20 127 111 1770

[Click Here To visit Course](#)

Human Factors & Error-Resistant Workplaces

Course Outline

✓ Day 03

Designing Work That Makes Error Less Likely

Human-Centered Tasks and Interfaces

- ✓ Improving information, controls, displays, labels, prompts, and task sequences to support correct action
- ✓ Reducing unnecessary complexity, memory dependence, ambiguity, and opportunities for confusion
- ✓ Redesigning an error-prone activity through a Human Factors Design Challenge

Procedures People Can Actually Use

- ✓ Structuring procedures around real decisions, critical steps, warnings, and operating conditions
- ✓ Determining where checklists, peer verification, prompts, or decision aids add genuine safety value
- ✓ Testing instructions against normal, abnormal, and time-pressured workplace scenarios

Human Factors & Error-Resistant Workplaces

Course Outline

✓ Day 04

Preventing Error from Becoming an Incident

Building Error-Tolerant Defenses

- ✓ Designing barriers that detect, contain, recover from, or reduce the consequences of mistakes
- ✓ Distinguishing prevention controls from detection, recovery, and consequence-mitigation barriers
- ✓ Challenging whether critical control remains effective when human performance is imperfect

Learning Beyond “Operator Error”

- ✓ Examining incidents and near misses without stopping the investigation at the employee's final action
- ✓ Tracing contributing conditions across task design, supervision, equipment, procedures, and organizational decisions
- ✓ Running an Error-to-System Analysis to redesign controls around a workplace event

Human Factors & Error-Resistant Workplaces

Course Outline

✓ Day 05

Creating an Error-Resistant Workplace

Strengthening Human Factors in Daily Operations

- ✓ Integrating human-factor thinking into risk assessments, change management, procedure design, and operational reviews
- ✓ Using observations, near misses, recurring errors, and frontline experience to identify system weaknesses
- ✓ Prioritizing improvements where dependence on flawless human performance remains high

From Blame Prevention to System Improvement

- ✓ Establishing appropriate accountability while distinguishing genuine misconduct from system-enabled error
- ✓ Creating channels for employees to report difficult tasks, confusing conditions, and error traps before incidents occur
- ✓ Developing a Human Factors & Error-Resistance Improvement Plan for workplace application

Human Factors & Error-Resistant Workplaces

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Dec. 21, 2026	Dec. 25, 2026	5 days	4250.00 \$	UAE , Dubai
Jan. 31, 2027	Feb. 4, 2027	5 days	4250.00 \$	UAE , Abu Dhabi
May 30, 2027	June 3, 2027	5 days	4950.00 \$	Italy , Milan
Sept. 19, 2027	Sept. 23, 2027	5 days	4250.00 \$	KSA , Jeddah

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To vist Course](#)

info@boostuae.com info@boostorg.com

Generated by BoostLab •

