



Consulting and Training | Reach New Heights

Course Name

Safe Performance in Demanding Work Environments

Sector Name

Health, Safety and Environment

Document Type

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Safe Performance in Demanding Work Environments

Course Introduction

Employees do not perform under ideal conditions every day. Tight deadlines extended or irregular working hours, demanding workloads, repetitive tasks, environmental strain, constant interruptions, and insufficient recovery can gradually reduce alertness and decision quality. In safety-sensitive environments, these pressures may increase the likelihood of missed warning signs, slower reactions, poor judgment, and operational errors—even among experienced and highly competent employees.

Boost Consulting & Training has designed this course to help organizations understand and manage the connection between demanding work conditions, human performance, and workplace safety. Rather than treating reduced performance as an individual weakness, the program examines how work schedules, task demands, cognitive load, environmental conditions, recovery, and organizational practices interact. Participants learn to recognize early signs of performance deterioration and apply practical controls that support safer, more sustainable performance.

The main concept of this course is to create work conditions that help people maintain safe and reliable performance when

operational demands, workload, and human limitations begin to challenge their ability to perform effectively.

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Target Audience

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

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Safe Performance in Demanding Work Environments

Learning Objectives

- ✓ Explain how demanding work conditions influence alertness, judgment, reaction, and safe performance.
- ✓ Identify workplace factors that can progressively reduce human performance and increase safety exposure.
- ✓ Recognize early indicators of declining alertness and performance before they contribute to incidents.
- ✓ Assess the combined effects of workload, working hours, task demands, interruptions, and environmental stressors.
- ✓ Evaluate safety-critical tasks according to their human-performance demands and vulnerability to error.
- ✓ Apply practical controls to reduce performance-related risk during demanding operations.
- ✓ Improve work planning, scheduling, recovery, supervision, and escalation practices to support safer performance.
- ✓ Develop a structured approach for maintaining workforce safety and reliability during periods of high operational demand.

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Safe Performance in Demanding Work Environments

Course Outline

✓ Day 01

When Work Demands Challenge Safe Performance

Understanding Performance Under Demand

- ✓ Exploring how workload, time pressure, long or irregular hours, repetition, and environmental demands influence performance
- ✓ Understanding the relationship between alertness, attention, reaction time, judgment, and workplace safety
- ✓ Distinguishing temporary performance pressure from conditions that create sustained safety exposure

Recognizing Performance Deterioration

- ✓ Identifying behavioral, cognitive, and operational signs that performance capacity may be declining
- ✓ Recognizing missed cues, slower responses, reduced concentration, shortcuts, and inconsistent decision-making
- ✓ Building a **Performance Risk Profile** for demanding workplace situations

Safe Performance in Demanding Work Environments

Course Outline

✓ Day 02

Identifying Hidden Performance Pressures

Workload and Cognitive Demand

- ✓ Examining how task complexity, competing priorities, information overload, and interruptions consume mental capacity
- ✓ Recognizing the safety impact of sustained attention, repetitive monitoring, and high-consequence decision-making
- ✓ Assessing when job demands begin to exceed available human capacity

Working Time, Recovery and Readiness

- ✓ Understanding how extended hours, shift patterns, disrupted recovery, and insufficient rest affect safe performance
- ✓ Identifying high-risk periods and tasks where reduced alertness can have greater consequences
- ✓ Conducting a **Work Demand & Readiness Assessment** for a realistic operating schedule

Safe Performance in Demanding Work Environments

Course Outline

✓ Day 03

Protecting Safety-Critical Performance

Identifying Performance-Sensitive Tasks

- ✓ Determining which activities depend heavily on attention, precision, reaction, communication, or sound judgment
- ✓ Assessing how human-performance deterioration can interact with existing workplace hazards
- ✓ Prioritizing tasks where a small performance decline could produce significant consequences

Controls That Support the Human Operator

- ✓ Applying task rotation, workload balancing, planned recovery, environmental adjustments, and additional verification
- ✓ Using checklists, prompts, peer checks, and decision support without creating unnecessary complexity
- ✓ Redesigning a demanding task through a **Safe Performance Control Exercise**

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Course Outline

✓ Day 04

Managing Performance During Operational Pressure

Supervising Demanding Work

- ✓ Recognizing when operational pressure is beginning to influence unsafe decisions or behaviors
- ✓ Balancing production demands with safe staffing, task allocation, pacing, and intervention
- ✓ Making practical stop, continue, reassign, postpone, or escalate decisions based on changing conditions

Responding Before Performance Breaks Down

- ✓ Establishing early triggers for additional support, recovery, task modification, or escalation
- ✓ Creating an environment where employees can communicate reduced readiness without encouraging unsafe presenteeism
- ✓ Managing a **High-Demand Operations Simulation** involving changing workload and safety priorities

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Course Outline

✓ Day 05

Designing for Sustainable Safe Performance

Embedding Performance Risk into Safety Management

- ✓ Integrating human-performance considerations into risk assessments, work planning, shift arrangements, and operational reviews
- ✓ Tracking meaningful indicators of workload pressure, readiness, performance deterioration, and control effectiveness
- ✓ Learning from performance-related near misses without automatically attributing failure to individual behavior

Building a Safe Performance Framework

- ✓ Defining organizational responsibilities for managing demanding work conditions and performance-related risk
- ✓ Aligning work design, scheduling, supervision, employee readiness, and preventive controls
- ✓ Developing a **Safe Performance Action Framework** for maintaining reliable work under demanding conditions

Safe Performance in Demanding Work Environments

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Dec. 14, 2026	Dec. 18, 2026	5 days	4250.00 \$	UAE , Dubai
Feb. 1, 2027	Feb. 5, 2027	5 days	4950.00 \$	France , Paris
June 13, 2027	June 17, 2027	5 days	4250.00 \$	KSA , Riyadh
Aug. 30, 2027	Sept. 3, 2027	5 days	4250.00 \$	UAE , Dubai

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