



DEDICATED TO EDUCATION, TRAINING AND NETWORKING FOR
PUBLIC SAFETY AND AVIATION PROFESSIONALS WORLDWIDE.

HUMAN FACTORS: **Threat & Error Management**

**RESEARCH STATISTICS REVEAL THAT OVER 85% OF ALL PRIMARY CAUSE
FACTORS IN MISHAPS ARE RELATED TO HUMAN ERROR.**

Human Factors training provides participants with a key set of individual and team-based risk management skills and strategies that have been developed to reduce human error and enhance teamwork in high-risk settings. Your organization can use these proven strategies to effectively reduced negative incidents and mishaps which can lead to a significant reduction in litigation and associated expenses. The program is essential in developing an understanding of the nature of human behavior with respect to error and emphasizes a pro-active response to error discovery and/or threat of human error within an organization. Designed for both management and line employees.

RELEVANT FOR A BROAD RANGE OF LAW ENFORCEMENT AND NON-LE PROFESSIONALS INCLUDING:
**Sworn Officers Dispatch SWAT Critical Incident Teams Rangers Police Psychologists Internal
Affairs Police Trainers Administration Fire EMTs Aviation Crews**

Participants learn how to apply the principles of TEM to predict and identify human error potential encountered in law enforcement operations, aviation operations, and emergency situations.

Topics of discussion include Organizational Culture, The Human Factor, Stress and Performance, Fatigue, Decision Making, Effective Communications in High Stakes Situations, and Leadership Skills.

TOPICS INCLUDE SOME OF THE MOST PERTINENT ISSUES FACING LAW ENFORCEMENT TODAY:

- How does organizational culture affect behavior and how do we change culture as LE evolves.
- How we can discover the active and latent conditions that lead to catastrophic or simple error.
- How does acute and chronic stress affect our workforce.
- How complacency develops in individuals and organizations.
- How we can calculate and counter the effects of fatigue.
- How we can improve our decision-making process to be less reactive and more calculative.
- What human factors impact on our decision making (attention, situational awareness, etc)
- How we can communicate more effectively, and conduct better briefings & debriefings.
- Characteristics of high performing organizations.



DEDICATED TO EDUCATION, TRAINING AND NETWORKING FOR
PUBLIC SAFETY AND AVIATION PROFESSIONALS WORLDWIDE.

COURSE LEARNING OBJECTIVES:

- Understand how organizational culture affects behavior in the workplace.
- Trace the cause of a mishap to determine the root cause of both active and latent errors.
- Predict the level of performance based on varying levels of stress.
- Describe complacency and what measures we can use to mitigate it.
- Calculate the level of impairment due to hours of wakefulness and sleep loss.
- Describe how we can develop a level of unconscious competence in our performance.
- Trace the decision-making process through the OODA loop and explain the factors that go into each step.
- Define the three behavioral styles of communication.
- Prepare an assertive message that clearly gets the point across without coming across as aggressive, challenging to a position or authority, or questioning their judgment.
- Compare and contrast designated vs. functional leadership.

Leading Human Performance Analyst, Craig E. Geis, (LTC. Ret.) MBA, MA, is Co-Founder of California Training Institute and director of curriculum development and training. Craig has extensive background in risk management and Human Factors Threat & Error Management. LTC. Geis was a career army pilot, developed the military's Crew Resource Management (CRM) training program to address human error, and is a former instructor for the U.S. Military Academy at West Point, Embry Riddle Aeronautical University, University of Maryland, and the University of San Francisco. He has served as an Associate Professor at the University of Southern California, providing instruction in numerous courses on Safety Management and Human Factors. Craig holds an M.A. in Psychology from Austin Peay State University, a B.A. in Management from C.W. Post College in New York, and an MBA in Management from Georgia Southern College. At the time of his military retirement, Lt. Col. Geis was the US Army's Lead Safety Specialist in Aviation Human Factors.

*Certified Force Science Analyst, James Schnabl, MPA serves as Deputy Chief for the Santa Ana PD where he commands the Administration and Support Bureau including the Department's Training Division. His previous command experience includes SWAT, Field Operations and Investigations, and he was the Commander of the multiagency Regional Narcotics Suppression Program Task Force. Jim worked for six years as an undercover narcotics investigator and flew surveillance aircraft for an additional 4 years, logging over 1,800 flight hours. He holds a BA in Public Administration from the University of La Verne and a MA in Public Policy and Administration from California State University, Long Beach. He is a graduate of the Sherman Block Supervisory Leadership Institute, the California Peace Officers Standards in Training (P.O.S.T.) Command College, and the FBI National Academy). Jim's Command College article, **Reinventing the Police Report for the 21st Century: Are Video Police Reports the Answer?** was published in Police Chief Magazine (September 2012).*

Tuition varies by State: \$326.00 (CA) to \$450.00, 2 Days/16 Hours

CA POST reimbursable PLAN 4, BSCC/STC Certified

California Training Institute, 1831 Quail Court, Saint Helena, CA 94574

<http://www.cti-home.com/services/human-factors/> Info@CTI-home.com (707)968-5109