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# Human Performance and Error Trap Control Training Course for Operations Supervisors

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# Human Performance and Error Trap Control Training Course for Operations Supervisors

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Human Performance and Error Trap Control is a 1-week training course for operations supervisors and safety leads who redesign shifts so capable people stop making costly mistakes. Participants build a Shift Error Trap Control Plan for their own area. Leaner crews, longer rosters and more automation now place heavier demands on human judgement. Jupiter Prime Training delivers this course on human performance and error trap control.

## Why Human Performance and Error Trap Control Matters Now

Three forces shape human error today: smaller crews covering more equipment, rotating shifts that build fatigue, and control rooms where operators monitor automation. Frontline staff, investigators and insurers judge an operation by how it treats slips and lapses. Sites that blame individuals repeat the same events, while sites that remove the conditions behind them see steadier output and fewer injuries. The course rests on widely used human performance principles, the distinction between slips, lapses, mistakes and violations, and the idea that error-likely situations can be spotted and engineered out before work starts.

## Who Gains Most from Human Performance and Error Trap Control

- Supervisors responsible for allocating tasks, crews and equipment at the start of each shift
- Safety leads who coordinate incident learning and frontline risk conversations
- Control room and dispatch coordinators who manage alarms, handovers and radio traffic
- Production and maintenance planners who sequence jobs and set working time
- Quality and process owners who write procedures, checklists and job aids

A site that sends a supervisor, a planner and a safety lead together gains most, because error traps usually sit across the boundaries between their decisions.

## Human Performance and Error Trap Control Capabilities

Participants leave able to read a task for its error-likely conditions and to change those conditions rather than relying on warnings and retraining.

- Classify an event as a slip, lapse, mistake or violation — corrective action choice
- Assess a task for time pressure, distraction and unclear cues — pre-job risk decisions
- Design pre-job briefings and handovers that surface traps — shift crews and incoming teams
- Apply fatigue indicators to roster and overtime choices — planners and duty managers
- Specify layout, labelling and checklist changes that make the right action easier — process owners
- Communicate event learning without blame — frontline staff and senior leadership

## Key Human Performance and Error Trap Control Terms

- Error Trap — a task or workplace condition, such as distraction, that raises the chance of a mistake.
- Slip — an action carried out differently from what was intended.
- Lapse — a memory failure, such as skipping a step.
- Latent Condition — a weakness in design, staffing or procedures that lies dormant until an active error exposes it.
- Pre-Job Briefing — a short structured conversation before a task that confirms hazards, critical steps and stop points.
- Critical Step — an action that, if done wrongly, causes immediate and irreversible harm.

## Human Performance and Error Trap Control Day by Day

### Day 1: How People Really Make Errors

- Slip, Lapse, Mistake and Violation Categories — Choosing Fitting Responses
- Skill, Rule and Knowledge Performance Modes — Matching Controls to Work
- Active Errors Versus Latent Conditions — Where Supervisors Intervene
- Local Rationality in Event Narratives — Fairer Incident Judgements
- Just Culture Decision Pathway — Separating Error From Reckless Choice

### Day 2: Spotting Error Traps on the Shift

- Error Precursor Checklist — Time Pressure, Distraction and Unfamiliar Tasks
- Critical Step Identification — Where Stop Points Belong
- Task Walk-Through Observation — Gaps Between Procedure and Practice
- Near-Miss and Good-Catch Reporting — Early Signals Supervisors Act On
- Error Trap Heat Map — Prioritising High-Exposure Activities

### Day 3: Fatigue, Communication and Handovers

- Fatigue Risk Indicators — Roster, Overtime and Call-Out Decisions
- Structured Shift Handover Format — Continuity of Plant and Patient Status
- Three-Way Communication and Read-Back — Instructions on Critical Steps
- Pre-Job Briefing Script — Hazards, Traps and Stop Criteria
- Post-Job Debrief — Capturing Surprises for the Next Crew

### Day 4: Designing Work That Resists Mistakes

- Hierarchy of Error Controls — Elimination Before Warnings and Retraining
- Labelling, Colour Coding and Layout Fixes — Reducing Selection Errors
- Checklist and Job Aid Design — When Memory Should Not Be Trusted
- Alarm and Display Rationalisation — Operator Attention in Control Rooms
- Error-Proofing Devices and Interlocks — Barriers for Irreversible Actions

## Day 5: Practising the Shift Error Trap Control Plan

- Event Reconstruction Exercise — Applying Error Categories and Latent Conditions
- Live Briefing Rehearsal — Applying Critical Steps and Read-Back
- Roster Fatigue Review — Applying Fatigue Indicators to Real Patterns
- Workplace Redesign Proposal — Applying the Hierarchy of Error Controls
- Shift Error Trap Control Plan — Actions, Owners and Review Points

## Applying Human Performance and Error Trap Control After the Course

- Run error precursor walk-throughs on three high-exposure tasks and record the traps found on an error trap heat map.
- Introduce a scripted pre-job briefing and read-back on one critical step, then review it with the crew after two weeks.

## Human Performance and Error Trap Control Questions FAQ

### What is human performance and error trap control, and why does it matter now?

It is the practice of finding and removing the task conditions that make mistakes likely. Leaner crews and longer shifts increase pressure on judgement, so controlling error traps prevents repeat incidents.

### Which roles gain most from human performance and error trap control training?

Operations supervisors and safety leads gain most, followed by planners, control room coordinators and procedure owners, because they shape the briefings, rosters and job aids where error traps form.

### How does human performance and error trap control differ from a root cause analysis course?

It looks forward rather than backward. A root cause analysis course investigates events afterwards, while this subject equips supervisors to spot error-likely conditions before a task starts.

### What do you bring back from human performance and error trap control training?

You bring back a control plan for your own shift area, listing error traps on high-exposure tasks, briefing and handover changes, roster fatigue actions, and owners for each workplace fix.

## Human Performance and Error Trap Control: The Way Forward

The Shift Error Trap Control Plan first informs which high-exposure task receives a redesigned briefing and stop points. Supervisors use it at the start of each shift, planners when setting rosters and safety leads when tracking near misses. After its first month, revisit whether fixes moved from warnings towards elimination.