



# HUMAN FACTORS TRAINING FOR HEALTHCARE

## COURSE INCLUSIVES

### CRM trainer manual (edition 2)

Brand-new, comprehensive and innovative contents in the industry. 380 pages and 14 chapters full of exercises and eye-opening contents.

### Complete lesson plans and student handouts

Ready to print and easy to use.

### Link to Dropbox to download digitally

Manual, handouts and PowerPoints.

### EASA, FAA and ICAO compliant certification

### Numerous group exercises designed by NaviMinds

Non-inclusive exercises can be purchased at a discounted fee as a delegate on a NaviMinds course.

### Training facility in the heart of Copenhagen

Our training facility is conveniently situated in the heart of Copenhagen. Our central location ensures easy access to/from Copenhagen Airport and to explore everything our beautiful capital offers.

### Lunch and refreshments

We ensure you can indulge in a delicious lunch, freshly brewed teas and coffee, fresh fruit, chocolate and other delicacies throughout course days.

## 5 DAY PROGRAMME

### DAY 1

Welcome to NaviMinds; Human Factors – background and history; how humans learn most effectively; CRM models through history; communication and effective listening (group exercise); attitudes and behaviours; shared situational awareness

### DAY 2

Human error; student presentations and feedback; resilience development and mental flexibility; senses, multitasking and workload management; facilitation vs instruction

### DAY 3

CRM principles and Human Factors; case studies; leadership, delegation and synergy; facilitator responses and questioning techniques; communication and coordination between all team members; surprise and startle

### DAY 4

Interactive group exercise; automation, monitoring and intervention; case study, role plays; situational awareness and stress management; fatigue and vigilance

### DAY 5

Final presentations and feedback; conflict management and medical factors; reporting; threat and error management; information acquisition and processing; workload management; FRAMEWORK group exercise; SOPs; cultural differences; Certification and course dispersal



### Innovative CRM training

When you enrol in a training course at NaviMinds, expect to engage in a fun and captivating learning experience that encourages active participation. Our approach revolves around the exploration of teamwork and individuality.

We incorporate a range of group exercises and eye-opening activities exclusive to our courses, encouraging you to challenge your pre-existing beliefs and gain deeper self-awareness.



### Plug'n'play lesson plans

When you sign up for NaviMinds Human Factors, you'll get access to 14 complete lesson plans that are ready to use immediately after finishing the course.

Each lesson plan is designed to be a "plug-and-play" tool that will allow you to start training your team right away.

In addition, each lesson plan comes with detailed trainer notes to help you feel confident as you guide your students through the material.

With these lesson plans, you'll be able to provide a thorough training course for your team without spending hours preparing.



### Comprehensive trainer manual

Our manual is the ultimate guide for conducting human factors training.

It features real-life incidents, accidents, statistics and insights that will provide you with a well-rounded understanding of human factors and their impact.

In addition, the manual explores various theories and models related to these topics to assist you in facilitating the subject matters.

With this resource, you have everything you need to conduct training that is both effective and impactful.



### Help to design error-tolerant solutions

At NaviMinds, we recognize that human error is part of being human. Because of this, our courses don't aim to eliminate human error altogether, as that would be impossible. Instead, we work alongside our participants to identify and create sustainable defences that will help enhance patient safety and minimize medical harm.

Our course does not place significant emphasis on technical proficiency but on the cognitive and interpersonal skills necessary to manage a high-risk, team-based activity. We aim to build a safer, more secure environment for everyone involved.

