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Human Factors and Safety Culture

Build safer habits through awareness, communication, and culture.

This CPD-accredited course explores how human behaviour influences safety and decision-making at work. It moves beyond procedures and checklists to understand the people side of performance, how we think, communicate, and react under pressure.

Through discussion and practice, participants learn how human factors affect risk, why communication breaks down, and how small behavioural changes improve outcomes. The course helps teams to speak up, make balanced decisions, and strengthen safety culture at every level of the organisation.

Who's it for

- **Health, Safety and Environment professionals** seeking to strengthen awareness and behavioural safety practices
- **Operations and production managers** responsible for safe, reliable front-line performance
- **Supervisors and team leaders** promoting open communication and psychological safety
- **Senior leaders** embedding human factors and Crew Resource Management principles into systems and culture

"Nearly 80 % of workplace incidents are linked to human error"

Pricing

In-person delivery

- Delivered at your site, up to 12 participants
  Contact us for a quote

E-learning delivery

- From £110 / $220 per user, per course
- Organisation licence available for larger teams

Learning Outcomes

- Understand how human factors shape decisions, behaviour, and risk across different workplace environments.
- Recognise common cognitive biases and lapses in awareness, and apply practical techniques to reduce error.
- Use Crew Resource Management (CRM) tools to improve communication, teamwork, and shared situational understanding.
- Apply safer practices to briefings, handovers, and daily operations that improve clarity and consistency.
- Create a workplace culture that encourages reporting, open discussion, and continuous learning from near-misses or mistakes.
- Model safer communication and behaviours that promote trust, awareness, and accountability across teams.

Course structure: Human Factors and Safety Culture

Each module explores the human side of safety including how people think, act, and communicate when pressure or change is involved. The sessions combine discussion, examples, and practical tools that build awareness and teamwork. The aim is to create safer workplaces where people speak up, stay alert, and work with care.

Module 1: The Human Element in Safety

Understand how human factors influence incidents and risk.

This module explores the shift from blaming individuals to analysing systems. Learners examine why most incidents result from small, compounding decisions rather than single errors. Concepts such as the Swiss Cheese Model, drift into failure, and learning culture are introduced, helping teams focus on prevention, awareness, and shared accountability.

Module 2: Cognitive Biases and Situational Awareness

Recognise how bias affects decisions and awareness.

Under pressure, the brain relies on shortcuts that can obscure risk. Learners explore normalcy bias, confirmation bias, and complacency, and learn ways to restore perspective. Practical techniques include pause-and-check routines, peer verification, and structured decision prompts to maintain focus and accuracy.

Module 3: Crew Resource Management (CRM)

Strengthen communication and teamwork through proven CRM tools.

This module introduces non-technical skills from high-reliability industries, focusing on shared communication models such as SBAR and closed-loop messaging. Learners practise graded assertiveness (PACE) to raise concerns early and align around a shared view of risk, building a stronger, more responsive team dynamic.

Module 4: Embedding CRM in Daily Work

Apply safer communication in everyday operations.

Learners explore how to integrate CRM habits into toolbox talks, briefings, handovers, and debriefs. The focus is on repetition, clarity, and short, structured reviews that turn experience into learning. By embedding communication tools into routine activities, safety becomes part of how work naturally happens.

Module 5: Action Planning and Safety Culture

Turn insight into sustained improvement.

The final module helps participants define what “good” looks like in their context and how to measure progress. Learners explore Just Culture principles and develop practical plans with clear behaviours, responsibilities, and review points. The aim is to create long-term accountability and lasting cultural change.

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Our work blends consultancy, training, and tools that make operational excellence achievable and repeatable.