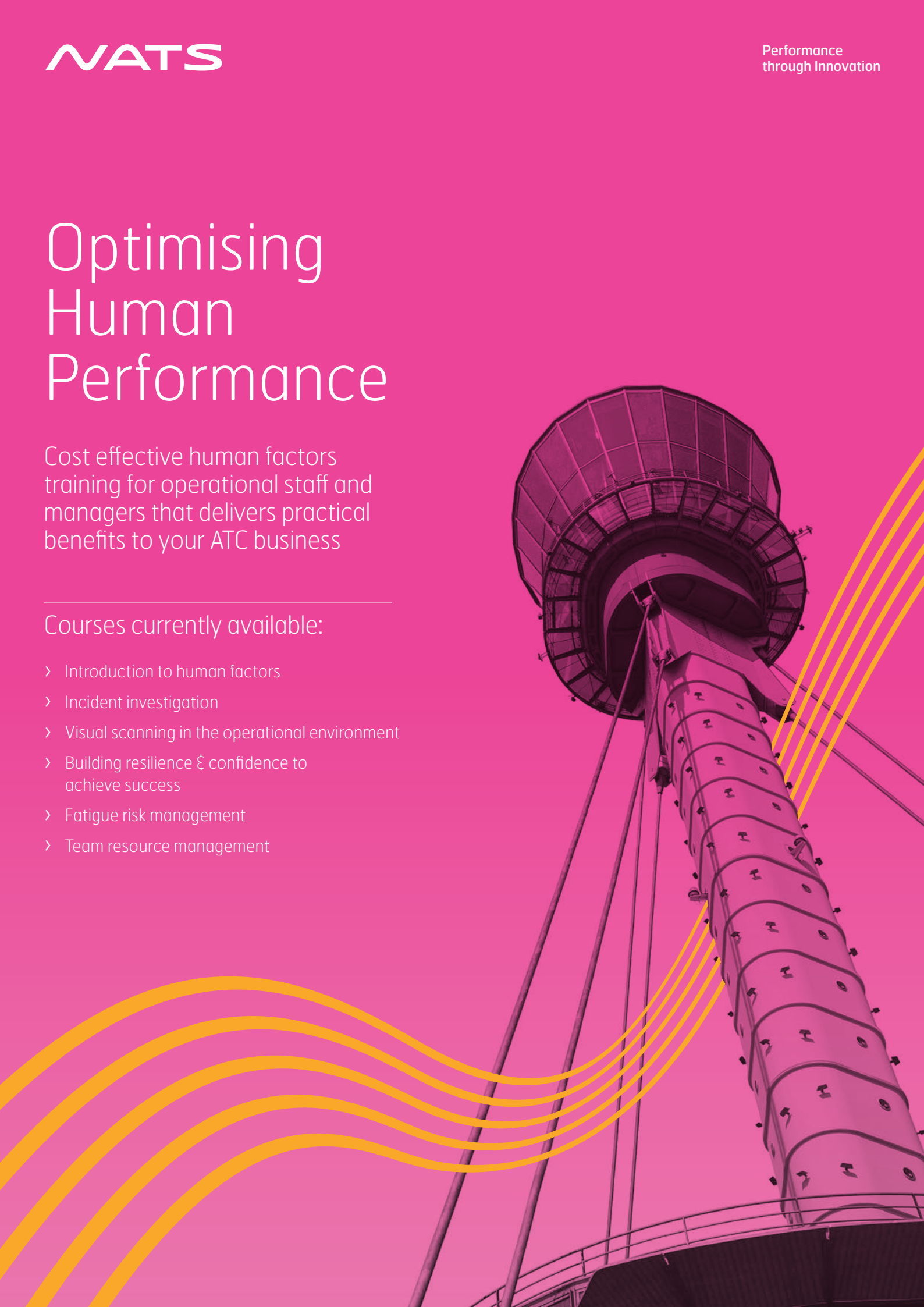# Optimising Human Performance

Cost effective human factors training for operational staff and managers that delivers practical benefits to your ATC business

Courses currently available:

> Introduction to human factors

> Incident investigation

> Visual scanning in the operational environment

> Building resilience & confidence to achieve success

> Fatigue risk management

> Team resource management

Getting human factors right increases efficiency, lowers costs and improves safety.

In Air Traffic Control, it is imperative to make the most of the strengths of the people at the core of the system. Understanding the impact of Human Factors not only leads to a safer operation but also to optimised levels of reliability, productivity and smooth technology implementations.

Key benefits:

› Draws on latest HF research and experience
› Fully interactive courses that develop knowledge and practical skills
› Access to resources enabling ongoing learning and development
› Optimised human performance now and in the future
› Highest quality training provision at competitive prices

Getting it right for you

We work closely with clients to understand their specific training needs and design and deliver high quality courses and learning experiences.

Courses are typically one or two days but can be tailored to suit your needs and budget. We also teach, mentor and coach other trainers so that they can also ensure that the training benefits can continue in-house.

Achieving success

The NATS Human Factors Group has a proven track record of delivering real safety and performance benefits over many years; covering the breadth of ATC, from large centres to small airport units.

All our training courses are designed to share the wealth of knowledge and expertise we have developed so that you too can make a difference within your organisation.

Optimal performance

Optimal safety

Business excellence

About our courses

Incident investigation

Gives delegates the skills and confidence to carry out high quality investigations and make practical recommendations to mitigate future safety incidents, through both technical and practical sessions

Topics Include: Understanding Human Error, Gathering Information Through Interviews, Capturing Lessons & Recommendations, Practice & Mock Interviews

Why Attend: Through knowing why an incident occurred can the right actions be identified to reduce the risks of recurrence.

Building resilience & confidence to achieve success

Provides delegates with strategies and tools to develop the skills and attitudes that help to make them more resilient to change in the workplace and give them the confidence to deal with setbacks and pressure effectively.

Topics Include: Dealing With Pressure/Stress, Bouncing Back From Difficult Feedback, Self-Belief After A Failure, Support Following a Confidence Knock and Resilience & Change in the Workplace.

Why Attend: Having resilient and confident staff reduces trainee failure rates and the amount of time it can take to validate. Increases in traffic levels, complexity and workload can also be managed effectively ensuring that the operation remains safe.

Team resource management

Enables delegates to understand the importance of effective teamwork and learn a range of approaches, tools, and techniques for building high performance teams

Topics Include: Teamwork Behaviours: An Integrated Model, Team Types & Their Associated Challenges, Integrating Different Perspectives, Decision Making and Leadership & Management

Why Attend: Implementing TRM in the operation will lead to enhanced continuity and stability of team work and a reduced number of teamwork related incidents.

Introduction to human factors

Equips delegates with a basic understanding of Human Factors, so that they can begin to provide a positive constructive and supportive environment to optimise performance in the workplace

Topics Include: Human Information Processing, Human Communication Factors, Risk Management, Designing Workstations & Equipment, Learning and much more!

Why Attend: Having a strong foundation in HF means you can identify and resolve issues early, which enhances how effective, efficient and economical the operation is.

> ❝
> It's really strange how since the human factors course and watch change, I really haven't looked back. The board day went very smoothly and – where normally I'm a bag of nerves before a practical assessment – I didn't feel anything all day, I just felt comfortable… I'm obviously delighted
> ❞
>
> An Air Traffic Controller after 'Building Resilience and Confidence to Achieve Success' training

Fatigue risk management

Tackling fatigue risk in ATC is vital to maintaining a safe & effective operation. This course helps managers and staff to understand, identify & tackle the real fatigue issues at their unit.

Topics Include: Understanding Fatigue Risk, Strategies to Manage Fatigue, Boosting Alertness, Developing a Unit Fatigue Risk Management System (FRMS)

Why Attend: Fatigue permeates all ATC roles and its impact can be difficult to assess. With the right awareness and strategies, ATC managers and staff can put in place mechanisms to mitigate fatigue risk.

Visual scanning

Gives delegates practical skills to critique the way they scan the visual environment when carrying out their ATC role and make improvements to enhance their situation awareness.

Topics Include: Assimilating the Visual Environment & Strip Display, Seeking Important Features in the Visual Scene, Best Practice & Breaking Bad Habits

Why Attend: Recognising how best to scan and the pitfalls is a vital tool in keeping ATC safe and efficient. Missing one vital thing can often make a huge difference.

> ❝
> I really enjoyed the course. The information on underlying psychology and various modeling methods was really useful
> ❞
>
> A Civil Aviation Authority employee attending an Introduction to Human Factors training course

Delivering our courses across the world

Our purpose built state-of-the-art training facility is located in the South of England and is just three miles from Swanwick, one of the largest and busiest international air traffic control centres in the world. Training courses can also be delivered at your own site to ensure you receive high quality training without the disruption of sending your staff offsite.

Want something tailor-made?

We also design and deliver bespoke training in which we work with you from scratch to identify specific learning objectives and develop the right solution.

Interested?

For more information contact:

Mat Holden
NATS Training Services

T: 01489 444744
Email: training@nats.co.uk

nats.aero/training
nats.aero/blog