IPI Academy

falconbury



Presented by
Falconbury

Managing Human Error: A Strategic Approach for Pharmaceutical Managers

Transform your approach to managing human error with evidence-based insights. This essential training course for managers covers cognitive biases, process improvement and organisational communication failures.

Format:
Bespoke training

CPD:
6 hours for your records (depending on your requirements)

Certificate of completion

Course overview

Managers in all sectors, including pharmaceutical, are facing a major challenge - the issue of human error. It's crucial that this risk is fully understood and carefully managed in today's commercial environment.

It's a common myth that error is just 'one of those things', that it's part of human behaviour and there's simply nothing you can do about it. There's actually a lot you *can* do both to reduce the incidents of human error and to minimise the effects of those errors that do happen.

It is commonly accepted that **human error** can contribute to product deviations, quality faults and even costly recalls. That might seem straightforward - but is human error the root cause, or merely a symptom of deeper process and system failures? Does it tell the full story, or is it more complicated than it first appears?

This one-day training course looks in detail at the topic of managing human error, an issue which should be of importance to all managers since they are responsible for the safe operation of their businesses.

Human error can not only damage the organisation's commercial reputation and lead to loss of revenue but, more importantly, errors can lead to accidents, injuries and, potentially, loss of life. The expert trainer will help you identify different ways to review and improve work processes to reduce the chance of human error in your organisation.

Using references to the work of leading academics in the field of human error, international case studies across many industries, including pharmaceutical, will be discussed to help embed the learning; and topics will be introduced both to challenge understanding of the issues and to form the basis of a robust safety management plan.

By attending this training course you will enhance your professional skillset which, in turn, will support your position as a member of your organisation's management team. And, in addition, by providing a valuable insight into the management of human error, this course will improve the performance of your operation, and the company in general.

Benefits of attending

By attending this training course you will:

- **Understand** the impact of human error on an organisation
- **Learn** about some of the psychological factors behind human error
- **Navigate** the minefield of managing human error
- **Get to grips** with key assumptions and cognitive biases
- **Be aware** of organisational and communication failures and how they happen
- **Identify** different ways to review and improve work processes to reduce the chance of human error within your business

Who should attend?

This training course is highly relevant to pharmaceutical professionals in roles with responsibility for people, processes, quality and compliance, including:

- Line managers and team leaders
- Production managers
- Manufacturing supervisors
- Operations managers
- Quality and compliance managers and supervisors
- Senior managers and directors

This is a vital topic area for all professionals who want to get to grips with understanding, managing and reducing human error within their organisations.

Although primarily aimed at pharma industry professionals, this training course will also be of benefit to team leaders, senior managers and directors in other business sectors.

Run this programme in-house for your whole team

Coming to IPI Academy for your in-house training provides an all-inclusive service which gives you access to a wide variety of content, learning platforms and delivery mechanisms as well as your own personal training adviser who will work with you from the initial enquiry through to feedback and follow-up after the programme.

With over 600 trainers, all practitioners and experts across a huge range of fields, we can provide the training you need, where you need it, when you need it, and at a price which suits your budget. Our approach to tailored learning and development consists of designing and delivering the appropriate solution for each client.

For your FREE consultation and to find out more about how we can work with you to solve your training needs, please contact our training advisers:



ALEKSANDRA BEER
Tel: +44 (0)20 7749 4749
Email:
inhouse@ipiacademy.com



YESIM NURKO
Tel: +44 (0)20 7749 4749
Email:
inhouse@ipiacademy.com



Harry ALTAMONT
Tel: +44 (0)20 7749 4749
Email:
inhouse@ipiacademy.com

IPI Academy

IPI Academy is a training initiative of Falconbury and Management Forum; leading providers of industry training for over 30 years, based in the UK.

10-12 Rivington Street
London EC2A 3DU

ipi.academy
Tel: +44 (0)20 7749 4749
Email: info@ipiacademy.com