



# HUMAN FACTORS AND SAFETY DIVISION

## MAXIMISING THE PERFORMANCE OF AN ORGANISATION'S MOST IMPORTANT ASSET

INZPIRE'S HUMAN FACTORS TRAINING COURSES ARE BASED AROUND THE UNDERSTANDING OF INTERACTION BETWEEN EQUIPMENT, THE ENVIRONMENT AND, MOST IMPORTANTLY, OTHER PEOPLE.

They aim to mitigate against the inherent risk in human decision making and guard against human related safety incidents by teaching the correct attitudes and behaviours in high pressure environments. We concentrate on developing the positive aspects of individual and team interactions to ensure improvements in performance, and are the Human Factors supplier of choice to the UK's Military Flying Training System.

Our training programmes are designed and developed by our internationally renowned Human Factors and Safety Division, boasting an impressive array of in-house expertise and experience spanning both military and civilian aviation, as well as Formula 1, medicine and heavy industry. In working closely with both military and civilian clients we deliver tailored courses aimed at improving an organisations individual and team performance; a welcome by-product of which is a reduction in human error and conversely an increase in safety.

Courses cover a range of topics based upon client requirements and can include; error and blame, personality awareness, mental processing, situational awareness, decision making, resource management, leadership and team working, sleep and fatigue, stress, communication, and effective briefing and debriefing. In drawing upon the personal experiences of our trainers, courses are both entertaining and engaging; utilising a wide variety of media to help improve human



performance in high pressure environments and minimise errors that can often prove expensive in both monetary and human terms. Furthermore, we can also offer "Train the Trainer" courses, instructing personnel on how to deliver their own Human Factors sessions, subsequently enhancing the organic training capabilities of our clients.

We fully understand that the benefits inherent in training services are intangible in nature and as such are available and willing to undertake half day demonstrations at no cost and no commitment from the client. This serves to support the assertion that we are an internationally renowned provider of Human Factors and Safety training, and gives the client the opportunity to meet our in-house experts, build a relationship and gain an insight into the unique nature of the courses we provide.

Since 2008, Inzpire's Human Factors and Safety Division has worked in close partnership with the RAF's Central Flying School (CFS) to develop and deliver a world renowned Airmanship and Human Factors training programme. We are the only company that provides this training to the UK military and the full programme is ratified and standardised by CFS. CFS has led the world for over a hundred years in the standardisation of military aviation and we are rightly proud to be badged under such a well respected and professional organisation.





## MILITARY AVIATION

Our Flying Training System courses significantly improve the quality and effectiveness of the training system being operated by our clients, employing a wide range of multimedia, personal anecdotes and practical exercises to help develop coping strategies for high-pressure environments. Our Aircrew Front Line Training emphasises issues such as error reduction, and more personal aspects such as fatigue and stress management.

Furthermore Inzpire can deliver specific Engineer and Aircraft Maintainer courses and training for Air Traffic Control – all drawing on our in-house, real world experience and calling on case studies from wider industry to illustrate the importance of Human Factors.



## CIVIL AVIATION

Crew Resource Management training is an integral part of all Safety and Training systems, mandated and regulated by all national aviation authorities. Building on our military experience, Inzpire can help to deliver stimulating and enjoyable training that can be applied to the real-world Civilian Aviation sector.

Our Crew Resource Management Training covers all mandated requirements (CAP 737 compliant), whilst our Maintenance Human Factors Training provides highly relevant and thought provoking training material that is constructed in conjunction with our clients. All courses are designed to complement the Safety Management Systems in use, covering all aspects of Civilian Aviation through the provision of flight safety courses and flight safety audits, flying supervisors/authorisers training, standardisation training, and standardisation audits.



## HEAVY INDUSTRY

In delivering training for the rail industry we are able to emphasise the safety of both passengers and staff with a focus on Driver and Maintainer awareness, whilst our work within oil and gas – an historically challenging and tough environment – is complementary to our client's Safety Management System yet without compromise to daily operations. Within the nuclear sector, where failure is highly visible and catastrophic, Inzpire can again draw on its extensive military experience to help train clients in mitigating against negative factors such as poor decision making, fatigue and miscommunication.

It is the attitudes and behaviours of people upon which organisations worldwide rely each and every day. Regardless of sector, the courses delivered by Inzpire's Human Factors and Safety division are designed to bring out the best in people, drawing upon the real world experience of our in-house experts to highlight the sizeable impact that human factors can have.

Whatever your training requirements, Inzpire is here to help!