

Interpersonal Skills LAB

Building resilient capacity within your organisation so that your people can effectively anticipate, monitor, respond, and learn.



TIME PRESSURE. LOTS OF PERSONALITIES. MULTIPLE PERSPECTIVES. ONE GOAL.

Interpersonal Skills LAB

Managers, team leaders or project managers spend a very large proportion of their time on communication, team management or task coordination. Distributed knowledge, complexity and time pressure are the most exciting challenges in this work. High-risk teams must create an accurate shared mental model in a timely manner to maximise resilience and reduce harm .

In the «LAB», important interpersonal skills are developed, trained and analysed under real-world and real-time conditions.

Benefit from the findings of high performance management

- Leadership in complex situations
- Project management in challenging environments
- Collaboration and team development
- Efficient communication

LEARNING AT THE SPEED OF LIGHT

INTERPERSONAL SKILLS LAB OFFERS TRAINING WITH AN ATTRACTIVE RETURN ON INVESTMENT.

1. MEASURES BEHAVIOURAL DIMENSIONS

THE MEASUREMENT DIRECTLY SHOWS THE CONSEQUENCES OF BEHAVIOURAL OPTIMISATION

2. RENDERS THE HUMAN FACTOR UNDERSTANDABLE

MANAGEMENT, TEAM DYNAMICS AND BEHAVIOURAL PATTERNS AND UNDER STRESS BECOME READILY UNDERSTANDABLE

3. LIGHTNING QUICK AND HIGHLY EFFICIENT

ENJOY SHORTER TRAINING PERIODS AND LONGER RETENTION

Imagine you and your team, all handling demanding situations even more effectively. Everyone has a better understanding of the risks and makes fewer critical mistakes. You all know how to build a team quickly with an accurate shared mental model. And it's all done in a psychologically safe environment.

That's the **Interpersonal Skills LAB**.

Book with licensed training providers:

- Half day
- Full day
- Two-day Non-Technical Skills Workshop
- Special formats as part of talent/leadership development

Training can be carried out as a stand-alone event or embedded in your courses. Human in the System provides education rather than training. Training prepares you for certainty, education prepares you for uncertainty.

Our educational approach involves a mixture of methods:

- Interactive classes
- Simulation under realistic conditions
- Behavioural measurement & assessment
- Feedback via DEBrEIF model
- Reflection phases
- Discussions
- Transfer sessions

HOW CAN WE USE COMMUNICATION, LEADERSHIP AND TEAMWORK TO COPE MORE EFFECTIVELY WITH DEMANDING SITUATIONS?

With the Interpersonal Skills LAB, participants work out their own individual plans of action under realistic conditions. Guided Discovery makes it 'stick'.

Enthusiated participants leave the «LAB» with field -tested plans of action that can be implemented immediately. High impact learning enables people to change their attitudes in no time at all.

"I thoroughly enjoyed the Human Factors course. I now understand:

- the importance of creating psychological safety in having effective debriefs*
- how to look at an event, not from the point of hindsight bias and blame, but rather from the point of what we can learn, what led to these decisions, and, how to create an environment for people to make the right decision*

*I've easily applied what I learned to my work team. **If you want to understand the WHY regarding human factors, this is the course for you.**"*

- HN



INTERPERSONAL SKILLS LAB LEAVES THE WORLD OF SPECIALISATION BEHIND. THE FICTIONAL SCENARIO SHIFTS THE FOCUS EXCLUSIVELY TO BEHAVIOUR.

DOMAIN AGNOSTIC

Aviation/ATC/Drones
Project Management
Firefighters
HSE Teams
Software Teams
Media

**TRAINER
OBSERVER,
LEARNING COACH
AND
FACILITATOR**

CAPTIVATING SCENARIO

Upto 4 groups of 3-6
participants

TIME PRESSURES

Due to a real-time scenario

DISTRIBUTED KNOWLEDGE

Due to difference
workplaces/workstations

INTENSIVE INTERACTION

Stressful but psychologically-
safe and supported

"The course really acted like a mirror for me to see the areas where I need to grow. Being able to take criticism and try to correct behaviour and implement change in a day was very liberating and helped build my self-confidence."

Rob Colley DSC, Human Performance Lead, DEEP



Interpersonal Skills LAB consists of:

Real-time computer simulation for behavioural training

Measurement instruments for precise analysis of behaviour within the team

Methodological toolkit for effective transfer of learning



Here is what Interpersonal Skills LAB offers:

Feedback from 3 sources

The trainer, other players, computer!

«Mindset» far away from reality

Shift the focus exclusively to behaviour!

Repeatable sequences

Let them experience consequences of change!

Multiple perspectives

Include real collaboration in your trainings!

Measuring of behaviour (computer)

A prerequisite for training of behaviour.

CONSISTENTLY, WE FIND THE CHALLENGES IDENTIFIED IN THE WORKPLACE ARE ALSO REPLICATED IN THE SIMULATION WITH 85-100% RELIABILITY



TAKING A CLOSER LOOK AT YOUR TEAM AND THEIR PERFORMANCE

I thought the course was fascinating and really useful. Definitely fun but also quite confronting in terms of feeling exposed and vulnerable and sharing experiences. It's very well thought out and draws on very solid research and experience to deliver something that we could all benefit from. Every team should do this."

- Producer/Director

"A lot of what is explained in this course, to some extent is information we already know about what it means to be an effective leader. But the key to this course, is that it makes you dig deeper to the root of your strengths and capabilities, and helps you form a plan of how you actually implement certain behavior, utilise your skills and draw on a number of tools, in order to be the most effective leader you can be." - RH

"This program brings everyone, no matter what background and experience to the same level. It forges teamwork in minutes rather than days, or weeks, or even months. Explanations of complex ideas and statements were made easy to understand so that retention is assured."

Paul Toomer

"The course cemented in my mind some of the things I know make me a good leader, but also helped shine a light on the areas I can easily improve. The practical elements and role plays really take you out of your comfort zone and make you realise your own strengths but also your weaknesses. I'd recommend it to anyone who has to work as part of an effective team."

HG



A TEAM'S OVERALL PERFORMANCE IS COMPOSED OF THE FOLLOWING BASIC DIMENSIONS AND THESE CAN BE MEASURED

Results orientation

How hard does the team strive to achieve a best-possible result?

Capacity

How much time and energy does the team create for additional tasks? Do they focus on the right thing?

Communication

How precise and goal-oriented is the exchange of information?

Coordination

How are work processes organised and agreements carried out?

Situation awareness

How does the team perceive and make sense of information from the environment (people, systems)?

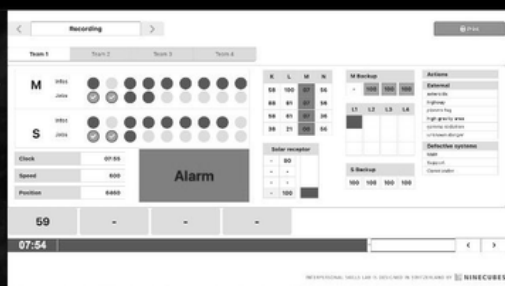
Attention to details ('rule following')

How conscientious is the team about observing information and abiding by rules?

"The course made me aware of different forms of communication and highlighted the need to work as a team. It highlighted that human error is part of who we are but there is ways in which we can reduce it. It taught me how to risk manage, but introduced a fun and exciting way to do it. Others should do this course as it will highlight different techniques to learn about human factors and how they can be used within our company from the top of the tree level down to the base level." - AB

'Black Box Data'

Adds to the debriefing value by providing a replay/review capability, leading to a deeper understanding of the local rationality of those involved



NON-TECHNICAL SKILLS THE GLUE THAT MAKES OUR TECHNICAL SKILLS EFFECTIVE

COMPETENCES.

Examples of teachable competences:

Communication

- Communicate precisely and efficiently
 - Active listening
 - Give and receive feedback
 - Ask questions the right way

Teamwork

- Interact with people of different perspective
- Apply efficient collaboration mechanisms
- Observe and assess team members
- Give & earn trust in ambiguous situations

Leadership

- Lead teams in complex situations
- Define goals and stick to them
- Coordinate & delegate tasks
- Recognize needs of others

Management

- Plan & structure complex tasks
- Manage workload & stress
- Manage time & resources
- Prevent errors

Decision making

- Make decisions in a structured way
- Handle information overflow
- Assess complex situations
- Set priorities

ANALYSIS AND SELF-REFLECTION:

- What are my/our typical patterns of behaviour when under pressure?
- What effects does stress have on team performance?
- How does behaviour (e.g. management behaviour, communication,...) affect the outcome?

Interdependence of Non-Technical Skills



PERFORMANCE SHAPING FACTORS



Gareth Lock, Founder

Gareth founded The Human Diver/Human in the System in January 2016 when he recognised that there was a gap in human factors and non-technical skills knowledge within the diving community and other high-risk industries. Since then, he has been working to bring this knowledge and practice to the fore using a variety of online, face-to-face, and webinar-based programmes, along with a book, a documentary and academic studies.

He leads a team of consultants situated across the globe, all with experience of working in high-risk team environments.



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