

Impulse  
and  
Workshop



# Errare Humanum Est

Developing a learning organisation





Who among us can say that they have never, knowingly or unknowingly, driven over the speed limit? We can get off lightly with making small mistakes in our everyday lives, but in the workplace mistakes can have big consequences and in certain circumstances may lead to life-threatening damage or injury.

For this reason, making mistakes in daily business is penalised and in serious cases may even result in legal action. But that means that people have little motivation to admit to having made a mistake at all.

In this way, an organisation loses valuable information. It loses the opportunity to learn from mistakes and to reduce the chance of making mistakes in the future.

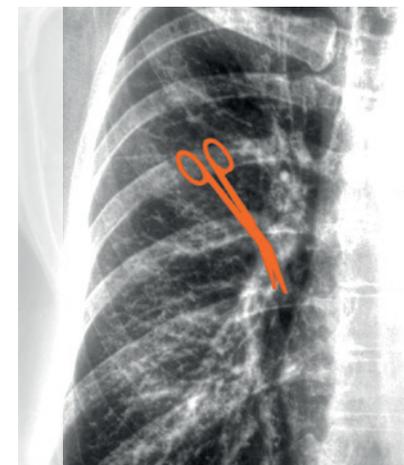
An organisation that is intrinsically motivated to develop and to learn does the opposite. It asks each individual how they deal with their own mistakes and with the mistakes of others.

- How do I deal with my own and others' mistakes?
- How do organisations learn from within?
- Does punishment help to expose mistakes?
- How do I take on the responsibility of dealing meaningfully with mistakes?

Using examples from air, sea and space travel, we will analyse and process mistakes.

We will work on different concepts and models such as "the swiss cheese model", "error pyramid", "just culture" and "non punitive reporting system" etc.

There will be plenty of discussion about how this can be implemented into your everyday work, as well as how to judge when the models have reached their limits.





Target group: Executive managers, operational managers and their teams

Main focus: Dealing with mistakes, further enhancement of a learning organisation

Group size: 2 – 200 people

Time needed: keynote speech or workshop (0.5 to 1 day according to your exact needs)

The impulse workshop "errare humanum est" can be delivered as a stand-alone training event but also combines perfectly with the other modules in our programme (see reverse).

*"Really interesting and entertaining! Reflecting on my own behaviour when dealing with mistakes will continue to improve patient safety. Thanks!"*

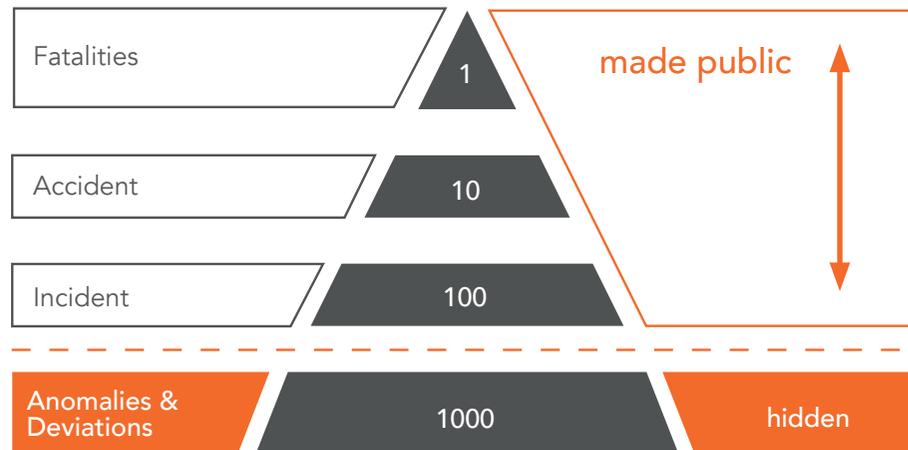
Participant, Vestische Kinder- und Jugendklinik, Datteln, Germany

*"Thanks for this important topic! Mistakes will always happen, but how do we make sure they aren't repeated? The workshop gave me important answers to this question."*

Participant, Hünnebeck GmbH, Germany

*"The examples from the other sectors were really great and made it clear to me where to start within our industry. The "Learning Organisation" starts personally with me and my own behaviour."*

Participant, World Nuclear University, Oxford, GB



n. Heimreich



## Extract from our programme

Impulses  
and  
Workshops

Seminar  
Modules

Interactive  
Platforms

### **Errare Humanum Est**

Developing a learning organisation

### **Communication**

The decisive safety factor

### **Faber Fantasticus**

Communication, leadership and stress

### **Complacency**

Dealing with everyday risks

### **Decision Making**

Mastering complexity and dynamics

### **Titanica**

Leadership and strategy in the team

### **Reality Check**

Reflections on everyday work

### **Leadership**

Balancing authority and team play

### **Alpha Centauri Bc**

Complex decision making

reflecting



understanding



experiencing



**IP**

InterPersonis

InterPersonis specialises in enhancing the skills of employees, teams and companies within high reliability organisations and high tech sectors for their everyday challenges. We especially focus on safety and dealing with risks. We utilise our many years of work experience, modern training methods and the newest findings from science and practice. Our trainers are from international aviation and are active airline pilots. They have comprehensive experience in training, in operative leadership, in management and in working responsibly with employees. The team is complemented by industrial psychologists and trainers. Since its foundation in 2007, InterPersonis has been working successfully with companies and organisations from many sectors, including the nuclear industry and medicine.