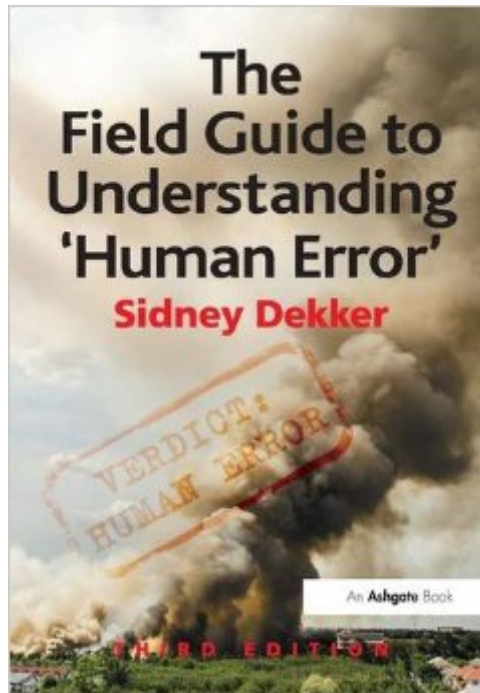


The book was found

The Field Guide To Understanding 'Human Error'



Synopsis

When faced with a 'human error' problem, you may be tempted to ask 'Why didn't these people watch out better?' Or, 'How can I get my people more engaged in safety?' You might think you can solve your safety problems by telling your people to be more careful, by reprimanding the miscreants, by issuing a new rule or procedure and demanding compliance. These are all expressions of 'The Bad Apple Theory' where you believe your system is basically safe if it were not for those few unreliable people in it. Building on its successful predecessors, the third edition of The Field Guide to Understanding 'Human Error' will help you understand a new way of dealing with a perceived 'human error' problem in your organization. It will help you trace how your organization juggles inherent trade-offs between safety and other pressures and expectations, suggesting that you are not the custodian of an already safe system. It will encourage you to start looking more closely at the performance that others may still call 'human error', allowing you to discover how your people create safety through practice, at all levels of your organization, mostly successfully, under the pressure of resource constraints and multiple conflicting goals. The Field Guide to Understanding 'Human Error' will help you understand how to move beyond 'human error'; how to understand accidents; how to do better investigations; how to understand and improve your safety work. You will be invited to think creatively and differently about the safety issues you and your organization face. In each, you will find possibilities for a new language, for different concepts, and for new leverage points to influence your own thinking and practice, as well as that of your colleagues and organization. If you are faced with a 'human error' problem, abandon the fallacy of a quick fix. Read this book.

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Customer Reviews

It's definitely worth a read, but it seriously needs the assistance of a professional editor before the next revision. The message is in there, buried under layers of redundancy so thick you'd swear they had a target word count they were aiming for. I can sum it up thusly: "You can't understand why an accident occurred until you discover why the actions taken that led up to it made sense at the time. Pointing out mistakes made along the path to disaster is nowhere near as useful as figuring out why the people who made them didn't know they were mistakes".

I read this book as part of preparation for a three day course on Human Performance Fundamentals, which was provided by Shane Bush from BushCo. The book was very informative and helped me a lot during the course, which was excellent.

Thank you for returning to this critically important book to help many more people understand the New View in different ways. This edition's approach will resonate with many that need this transformation. An insightful and helpful reorganization of foundational content with many additional perspectives, this edition will help me communicate New View alternatives to those with ears to hear this good news!

Not as good as Whack-a-Mole. Seems to be more of a textbook type of writing format that makes it difficult to follow at times.

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