novellus

Observations and Conversations

... to improve Human Judgment, Decision Making and Managing Risk

1. How biases influence our observations

Methods and tools:
Understanding what motivates people (to report observations)
Improving the quality of observations

2. The limitations of paperwork in managing risk

Methods and tools:
Aligning paperwork with its purpose to manage the risk
Preparing for work, debriefing and after action review

3. Understanding heuristics: Fast & efficient thinking

Methods and tools:
Understanding how experts make decisions
Influencing habits and heuristics (mental short-cuts)

4. How perception works

Methods and tools:
Managing the risk of people working alone
Cross checking; overconfidence; rush; and supervision skills

5. Recognising change in high risk operations

Methods and tools:
Observing and registering change
Improving observation skills to recognise change

6. Listening to words that matter

Methods and tools:
Listening to words that matter for decision making and risk
Improving listening skills

- ➡ This unit counts towards your professional development (A certificate, diploma or a master's certificate in Social Psychology of Risk)
- ➡ The entire coursework is based on experiential learning (no lecturing, only role plays, experiments and discussions).
- ➡ Pocket cards for field visits, training manuals, readings and recorded videos will be made available to all the attendees.
- ➡ We are a community of more than a hundred people online from around the world and from across sectors.
- ➡ We meet on a regular basis online and at least once in a year offline to share our experiences and have fun learning together.