

HUMAN FACTORS AWARENESS

- WORKSHOP -

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Goals for today

- Based on some of the introduced human factors principles: Try to better understand why people make mistakes, why things go wrong, and which factors can contribute to the safe outcome of a (not only) helicopter flight.. -> and so get an awareness for human factors..
- And for YOURSELF as the main and most important human factor.. -> SPOT ON YOU! Personally!



Self
awareness



Agenda

- What is the “Human Factor”? How is the HF related to Safety? HF and CRM?
- Understanding human performance
 - The individual
 - Job and workplace
 - Technology & Organisation & Environment
- Let’s work(shop)... interactive group discussions
- Conclusions

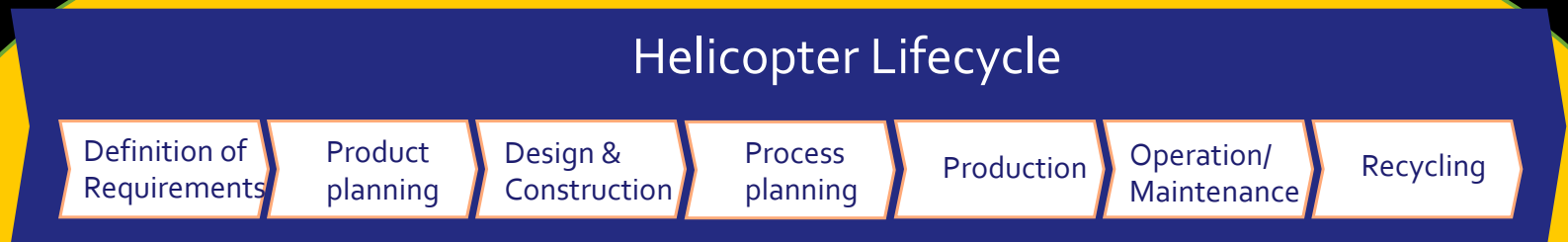
The Human Factor(s) ..

- The CORE of every helicopter operation and maintenance.. WHY???
- Perceiving, thinking, feeling and acting of the human being over the whole helicopter lifecycle with all involved tasks like flying, maintaining, designing.. - in interaction with other people, technology and organisation

=> In interaction with a complex socio-technical system

Not only flying...

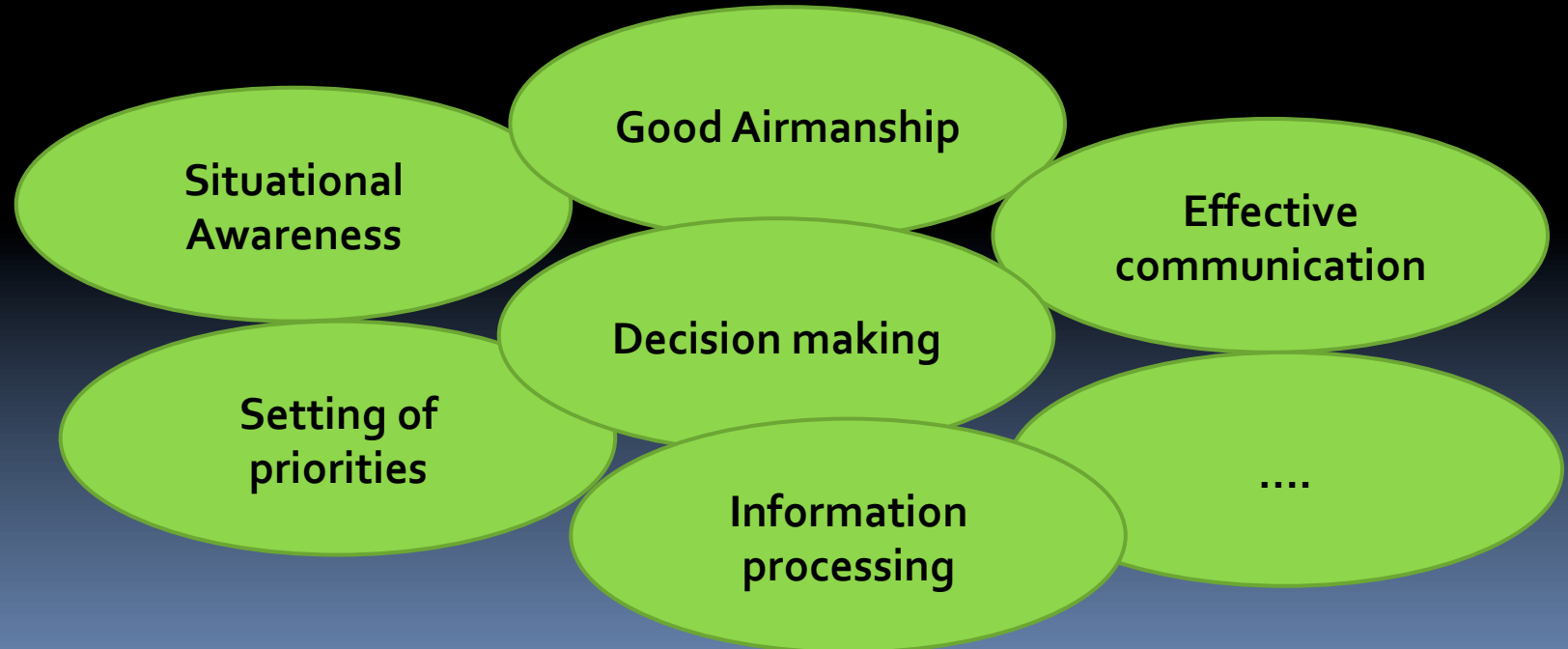
Lifecycle of a Helicopter



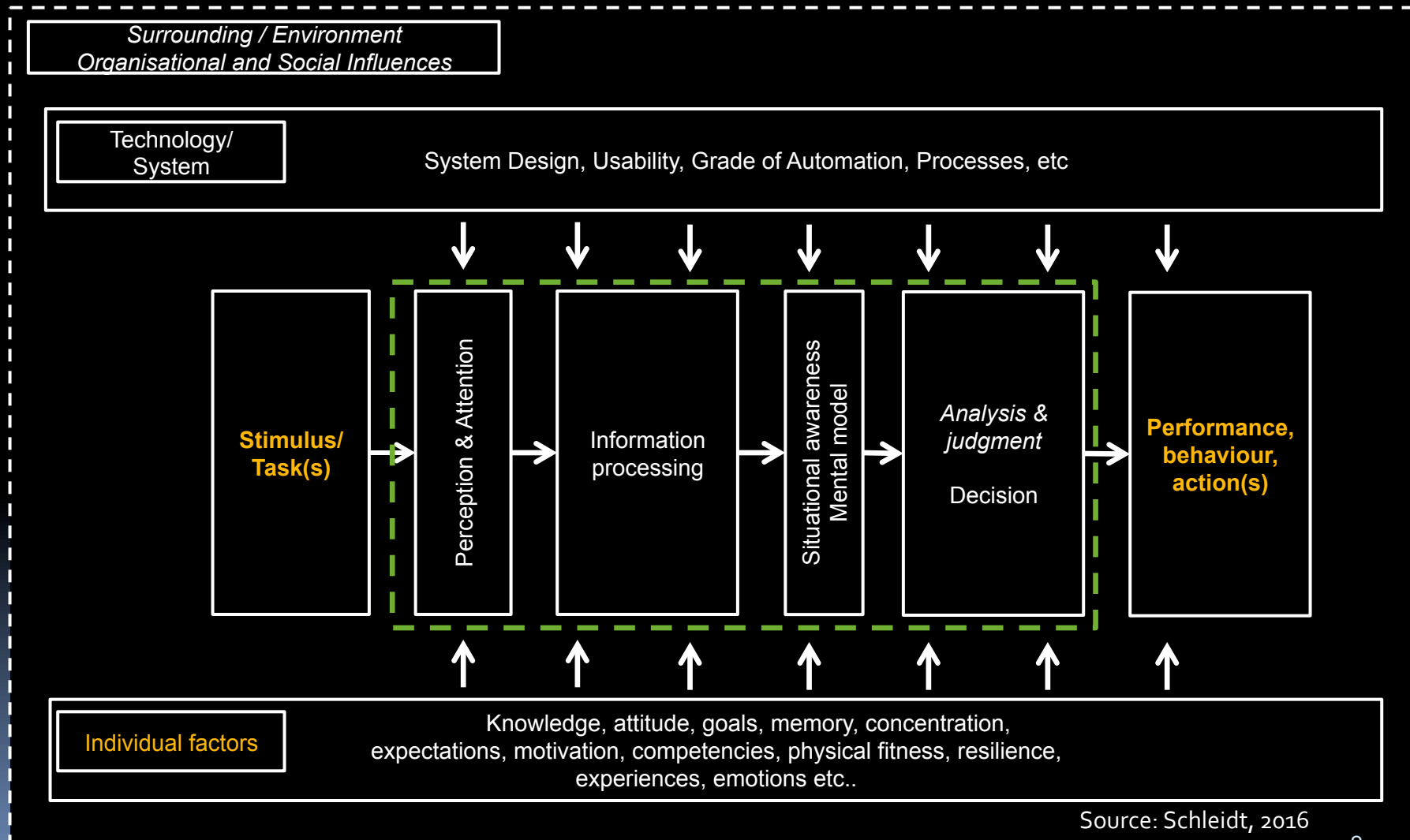
Powered by the „human factor“.. Individuals in different roles, with different tasks..

(Single Pilot) Human Factors

- Optimising the relationship within systems between people, activities and equipment"
(Australian Government, Civil Aviation Safety Authority)



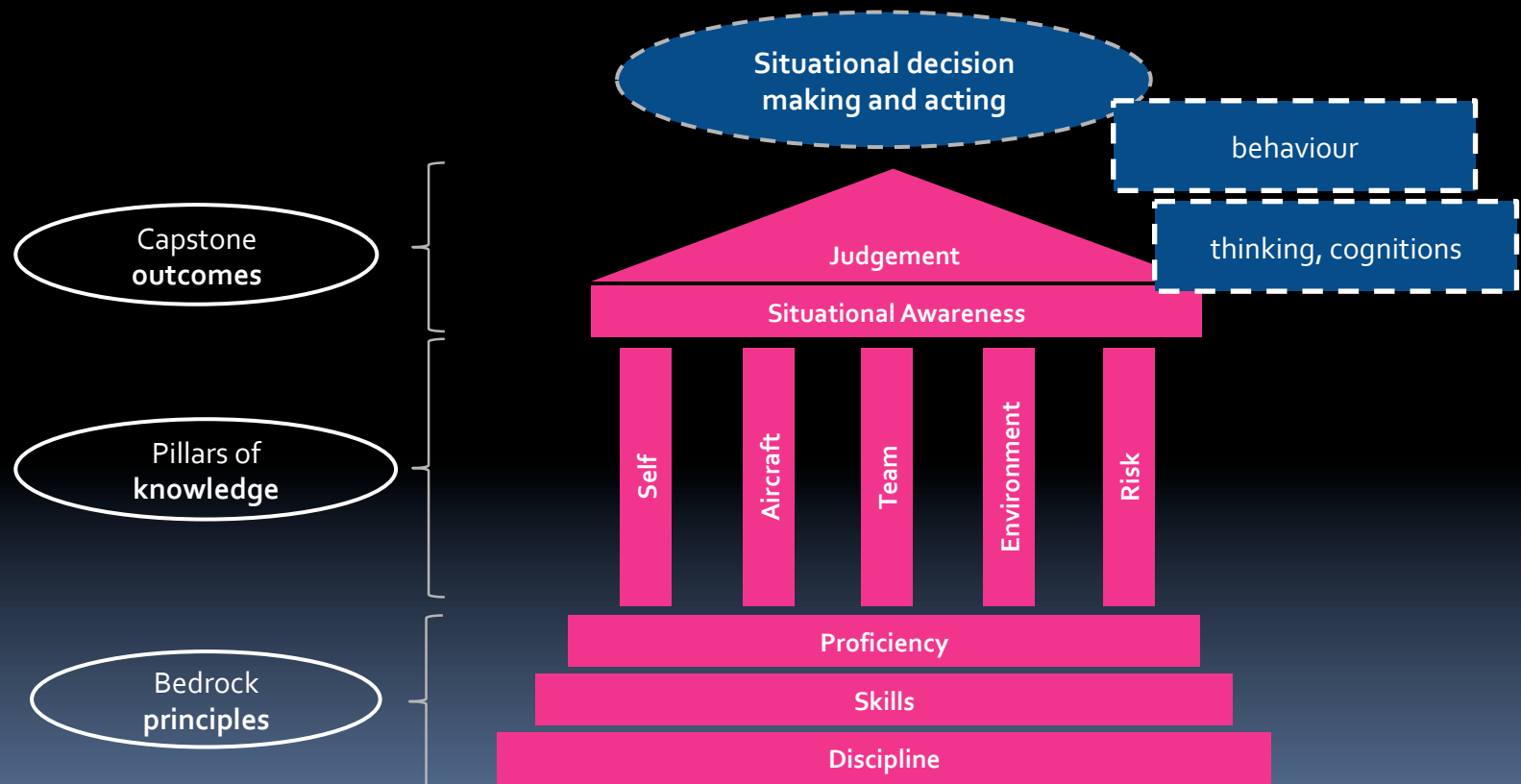
Human Factors Frame Work



Source: Schleidt, 2016

A Model for Airmanship

(Kern, 2009)



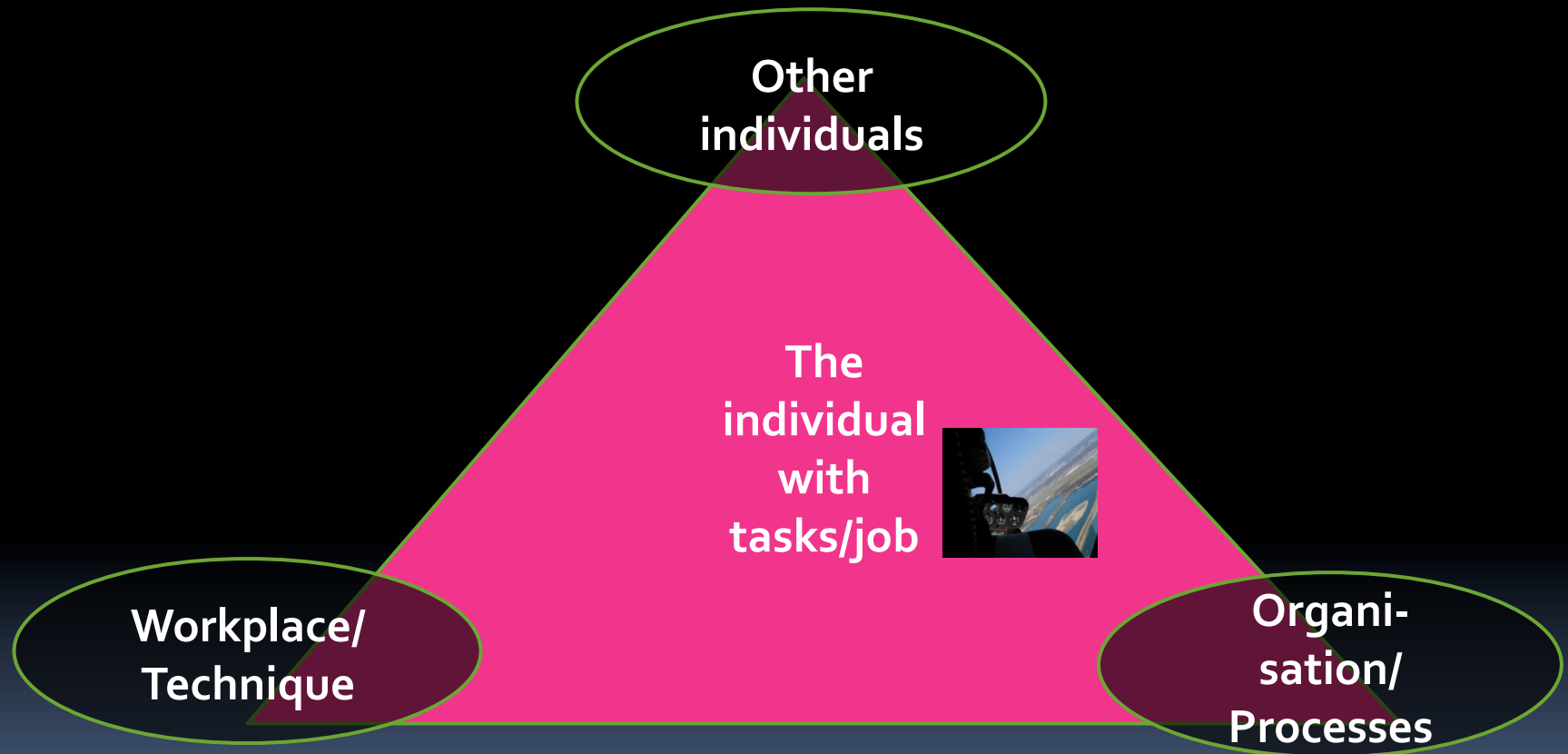
Source: Civil Aviation Authority 2009 „Safety Behaviours“, ex Kern, Tony

Human Factors in detail: The DIRTY DOZEN..

- Lack of Communication
- Lack of Knowledge
- Lack of Teamwork
- Lack of Resources
- Lack of Assertiveness
- Lack of Awareness
- Complacency
- Distraction
- Fatigue
- Pressure
- Stress
- Norms

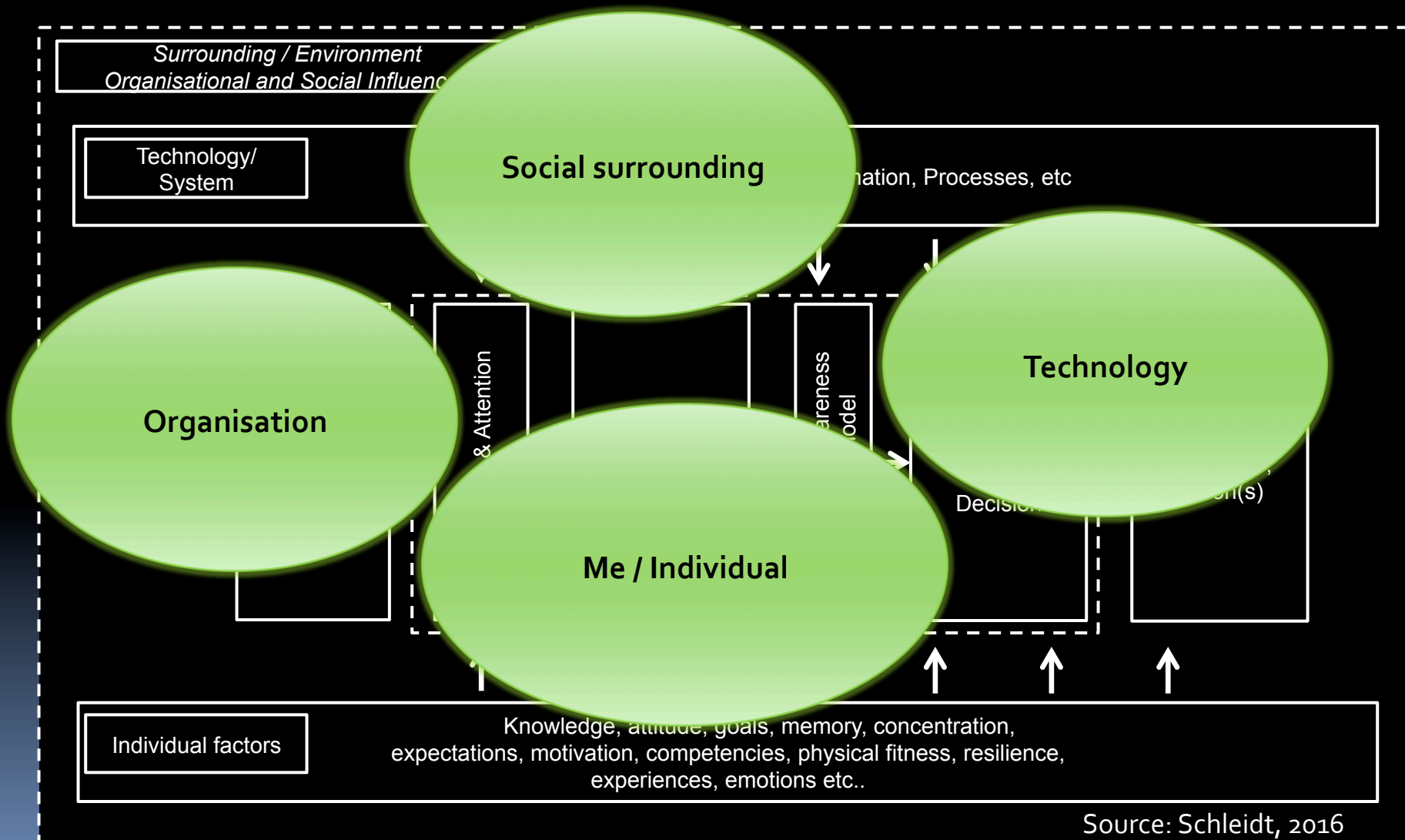
Source: https://www.skybrary.aero/index.php/The_Human_Factors_%22Dirty_Dozen%22

The Human Factor(s)...



- .. Influence of information processing, attention, awareness, personality, learning, experience, communication...
- .. Human thinking and behaviour...

Personal Resources...



Source: Schleidt, 2016



Conclusions & Summary

- Helicopter flying, maintaining, designing.. Is all about human factors – as all of these activities are mainly (and still!) driven by human thinking, feeling and behaviour.
- Let us from time to time critically reflect on how we – each of us – behaves in his/her role as pilot.. engineer.. technician around the helicopter.
- Stay aware and alert for Human Factors!

