



## Overview

**This course will give candidates an introduction to Human Factors in a management context across a range of applications and disciplines.**

This course will look at some of the key competencies involved in managing Human Factors in complex socio-technical systems, and consider these from both a safety and performance viewpoint. Topics such as situational awareness, decision-making, communication, and leadership will be examined through a Human Factors lens.

### Why Choose Southpac?

Southpac has the reputation for conducting the most practical and up to date aviation auditor training and management systems courses in the industry.

Southpac have been involved with Quality and Safety Management Systems and their application within the aerospace industry for over twenty years.

We have the experience, resources and capability to address the many unique and diverse elements of management systems and auditing in the aviation industry.

*Southpac has an enviable reputation with industry professionals, globally.*

### Who Should Attend?

This course is developed for managers in high risk or high reliability industries – not just aviation. Managers from a range of industries – including transport, logistics, mining, oil & gas or construction – will benefit from the course content and delivery.

### Course Summary

This course will look at some of the key competencies involved in managing Human Factors in complex socio-technical systems. It will consider these from both a safety and performance viewpoint, and will look at topics such as situational awareness, decision-making, communication, and leadership, through a Human Factors lens.

Human performance issues will also be addressed with the management of workload, stress and fatigue at both an individual and management level.

### Our Clients





## Face-to-Face Training

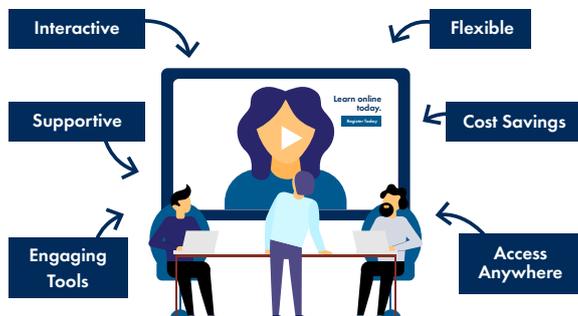
Southpac's globally renowned face-to-face courses are synonymous with thought leadership and workplace relevance. We aim to offer the most up-to-date and industry-specific investigator courses, facilitated by highly experienced industry professionals. Face-to-face delivery of this course includes various workshops and practical activities.

## Live Learning through Virtual Training

Our LIVE Learning Virtual Classroom offers you the flexibility to log in and learn from anywhere. With real-time participation and interaction, our Virtual courses are highly sought after for being practical and convenient while still providing the most relevant and engaging training in the industry. Virtual delivery of this course includes various highly interactive workshops and group activities.

### LIVE Learning Virtual Classroom

Engaging | Intuitive | Interactive | Convenient



## Course Dates

Our current scheduled courses click [here](#).  
Book early to avoid disappointment.

## Course Program

### DAY 1

- What is Human Factors?
- Maintaining a culture of safety
- Situational awareness
- Decision making
- Leadership and emotional intelligence

### DAY 2

- Teamwork
- Communication and conflict management
- Workload management
- Stress management
- Fatigue management

## Learning Outcomes

Upon completion of this course, participants will be able to:

- Manage Human Factors in complex socio-technical systems
- Remain situationally aware
- Solve problems and make effective decisions commensurate with risk
- Manage teams using various leadership styles and with emotional intelligence
- Promote teamwork, followership and a culture of safety
- Communicate effectively in varying situations
- Manage conflict and promote productive workplace relationships
- Manage workload during high tempo operations
- Manage stress and fatigue individually and within an organisation

## Certified Provider

By taking a course with us, you can rest assured you're getting the highest quality content from a certified provider.



LINK TO COURSE URL



**Tell me and I'll forget; show me and I may remember;  
involve me and I'll understand.**



This expression has proven to be more than an old proverb. Southpac prides itself on the quality of its training and involvement and practical demonstration of competency is at the centre of our training ethos.

## Contact Us

[www.southpac.biz](http://www.southpac.biz)

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TO EDUCATE, TO LEAD, TO INSPIRE...

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