Human Factors in Risk Management
A professional development programme

Background and introduction

The focus of risk management has been almost exclusively on the nature of the risk itself: procedures, regulation and legislation. Organisational risk, compliance and governance strategies have had difficulty in getting to grips with the human factor - the risk dispositions of the individuals involved and their contribution to the risk equation. With recently published papers, including the IRM’s ‘Risk Culture’ piece, the importance of considering and managing ‘human factors’ is beginning to be realised and considered as part of a comprehensive risk strategy. However, there are many now charged with the responsibility of implementing a human factors programme with little in terms of experience, training or qualifications to give them the confidence and knowledge needed for it to be effective.

To help tackle this gap, with the support of the IRM, PCL have developed 2 unique training programmes for the Enterprise Risk Management industry. Our aim is to build an understanding of how individual differences in risk appetite can impact behaviour, the implication of these ‘human factors’ and how to apply this knowledge as a risk specialist.

Who should attend?

The workshops are specifically designed for and will be of interest to:

- Risk specialists – all industries
- Project managers and health and safety specialists
- Governance and regulatory specialists
- Compliance and auditing advisers

Our courses cater for two audiences: a) those who want an initial introduction to the theory behind human factors in risk management and b) those who also wish to qualify as a practitioner of the Risk Type Compass®; PCL’s unique measure of personality and risk tolerance. Each workshop will have a mixture of theory, case study, discussion and practical exercises in small group sessions.
### Course Structure

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<th>Human Factors in Risk Management</th>
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<td>‘An Introduction’ 1 day session</td>
<td>‘Practitioner Workshop’ 2 day training session (includes the 1 day ‘An Introduction session’)</td>
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<td>Pre-course reading Personality assessment</td>
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<tr>
<td>Human Factors in risk management – an introduction</td>
<td>Risk Type Compass® – theoretical grounding &amp; assessment development</td>
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<td>Human behaviour - nature Vs nurture</td>
<td>Risk Types &amp; Risk Attitudes</td>
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<td>Risk and personality</td>
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| Implications for risk management:  
  - Risk perception  
  - Decision-making  
  - Resilience  
  - Communication | Applications - 3 levels:  
  - Individual  
  - Team/Group  
  - Organisational level  
  Supported by practical examples and case studies |
| Step 1 - Self discovery and awareness | Interpreting reports - guidelines and best practice |
| Step 2 - How different are other people? Strengths and weaknesses | Assessment feedback practice |
| Step 3 - What does this mean? How to add a human factors programme to your risk management strategy | Taking action  
Processes and strategies you can implement  
How to run a human factors risk workshop |

### Workshop leaders

**Geoff Trickey:**

Geoff is a Chartered Psychologist with a BSc in Psychology and an MSc in Educational Psychology from UCL. He is a Fellow of the Royal Society of Arts and an Associate Fellow of the British Psychological Society. He is also an Affiliate Member of the Institute of Risk Management and made a significant contribution to the IRM’s paper on ‘Risk Culture’ launched this year.

Geoff Trickey has been a passionate advocate of applied psychology over an unusually varied professional life that has spanned the usual divisions between educational, clinical and occupational psychology. This includes professional training, management consultancy, research, clinical and educational casework, occupational psychology, psychometric research and development, and test publishing. Geoff set up PCL in 1992 and has overseen its continuous growth to establish its current global presence. He now devotes much of his time to research-based consultancy and innovative internet-based product development.
Grace Walsh

Grace Walsh is qualified Business Psychologist at PCL. She graduated from the University of Hull in 2004, with an MSc in Work and Organisational Psychology having first completed a BA in Applied Psychology from the University College Cork in Ireland. She holds BPS certificates in Level A and B psychometric testing, and is qualified to administer a selection of ability and personality assessments. Grace is an Affiliate member of the Institute of Risk Management, and contributed to the Thought Leadership paper, ‘Risk Culture’ launched October 2012.

About PCL

PCL is a Business Psychology consultancy based in Tunbridge Wells, Kent. Established in 1992, the company has a service offering spanning training in psychometrics, evidence-based consultancy as well the development of psychometric products.