



 **COMPANYTEAMWORK**
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WELCOME TO



COMPANYTEAMWORK

part of the ITS Academy

ABOUT ITS

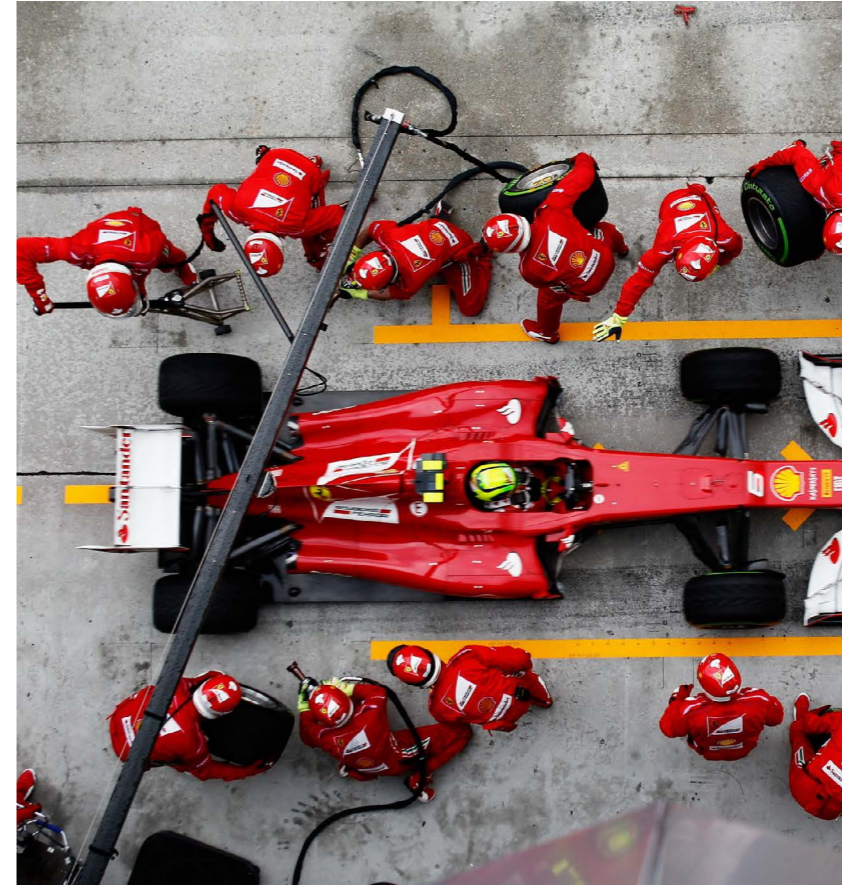
Created twenty-five years ago, the ITS Academy Group is a consultancy and training provider specialising in Human Factors, Error Management, Behavioural Skills and Cross-Functional Teamwork.

Focused initially on critical industries, and in particular aviation, the ITS Academy Group now has more than 400 clients in 73 countries worldwide.

Our fully equipped UK training centre in Bristol is just 200 metres from the mainline railway station, and a 20-minute drive from Bristol International Airport. With clients in more than 70 countries worldwide we regularly travel to our clients' bases or, for their convenience, hold some of our open training courses at London Gatwick Airport.

We believe the key to our success is founded on:

1. More than 25 years' experience in designing and delivering behavioural skills training interventions
2. Being a research driven organisation; by which we mean that our interventions are customised to the needs of each individual client, based on a detailed evaluation of the operation's specific requirements.



Welcome to Company Teamwork – part of the **ITS Academy Group**, the worldwide Human Factors training provider



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As a specialist provider of Human Factors training and consultancy, with a particular focus on critical industries, our aim is to improve effectiveness and efficiency in the workplace and, in doing so, improve profitability.

This can be achieved by providing an insight into how errors and incidents occur in the workplace. With this insight come the practical tools for error reduction, early error detection, minimising the impact of errors and most importantly, learning from errors.

As humans we do, and will continue, to make errors; fundamental to our roles within the work environment therefore is our ability to understand threats, anticipate and manage error and to work as effective and high performance teams.

THE PROCESS

Our approach is consultative and solution based, assessing your specific needs and offering you a programme, a workshop, a course, or a combination of these options in order meet those needs.

We focus on three specific business areas, and these are:

1. Behaviour and behavioural change
2. Error management
3. Teamwork and cross-functional teamwork

BEHAVIOUR

Behaviour by individuals and between individuals; within teams and between teams, is fundamental to a successful and profitable enterprise.

Understanding what behaviour is, and what drives it, is the first step. Then we move forward by working towards desirable behaviours, as identified from the initial consultation.

TEAMWORK

Developing high performance teams and improving cross-functional teamworking is key to the performance of your organisation.

Our competency based, dynamic training programmes in these two fundamental areas will develop your teams so they are:

- Fully Committed
- Well managed
- Operating efficiently
- Working effectively between different departments or teams

ITS Academy Group
have been designing and
delivering training courses,
and providing associated
consultancy services
for 25 years.

ERROR MANAGEMENT

By error management we mean using all available data to understand the causes of errors and taking appropriate actions, including changing policy, procedures, and special training, to reduce the incidence of error and to minimise the consequences of those errors that do occur. Human error is ubiquitous and inevitable. However, if we can reduce errors we will:

- Improve performance
- Improve customer satisfaction
- Reduce costs and increase profitability

If error is inevitable, then we need a set of error countermeasures with three lines of defence:

- The first, naturally, is the avoidance of error
- The second is trapping incipient errors before they are committed.
- The third and last is mitigating the consequences of those errors which occur and are not trapped



ITSACADEMY GROUP



ITS Academy Group develops behavioural skills to improve performance at individual, team and corporate levels. We humans exhibit similar characteristics across all aspects of our lives, and so the human factors and behaviours that we see within aviation are repeated across all industrial, transport and commercial operations.

The Key issues for ITS Academy Group are teamwork error prevention, error management and efficiency.

Within medical, and other critical industries such as aviation, rail, marine and offshore, the focus is on reducing the possibility of accidents or incidents which may cause harm to humans or property.

For commercial or corporate operations, the primary objectives of error prevention and error management are efficiency and profitability. Less errors, and more efficiency, will improve the bottom line.

Our objectives therefore are to work with our clients to:

- Reduce error
- Manage error
- Improve teamwork within individual teams, and between multiple teams
- Improve efficiency
- Improve profitability

On the following page we have outlined our training programmes across Aviation, Rail, Marine and Medical platforms.





AVIATION
INFORMATION

A specialist provider of Human Factors and CRM training, our courses and training meet the requirements of EASA, the UK CAA and the FAA. Each of our CRM Instructors meets the latest EASA requirements.

We deliver CRM training and support services to flight deck crew, cabin crew, ground crew, dispatch and senior management.

We offer complete CRM training solutions to airlines, civil aviation authorities and training organisations worldwide.

Our clients' operations include national flag carriers, scheduled, charter, lo-cost, freight, seaplane operations; along with helicopter and military operations. Our ability to analyse your particular needs means that we can guarantee to tailor a solution to match your precise requirements.

www.aviationteamwork.com



RAIL
INFORMATION

An operational railway is highly dependent upon the performance of its staff, both as individuals and as part of an extended team. As a result, improvements that can be achieved with regard to both individual and teamwork skills have the potential to impact positively on operational performance.

The aim of our training programmes therefore is to develop the skills and underpinning knowledge required to change attitudes and behaviours over time, and to minimise the risk of human factors preventing staff from achieving the highest levels of safety, efficiency and customer focus.

www.railteamwork.com



MARINE
INFORMATION

Many navigators stand bridge watches alone or as the sole watch-keeper. In these times, they alone are responsible for all decisions pertaining to safe navigation and collision avoidance. Error reduction and management is therefore crucial.

Bridge Resource Management (BRM) is the effective management of human and technical resources, available to the bridge team, to ensure the safe completion of the vessel's voyage. In essence, BRM is the process and practice of using these resources to enable navigators to make the best possible decisions. There are many resources available to assist the navigator. From an information perspective, these include charts, the passage plan and electronic aids like radar, radio, GPS etc. From a human point of view, there are look-outs, additional officers, the Master and often a pilot.

www.marineteamwork.com



MEDICAL
INFORMATION

The aim is to make health care safer by integrating human factors into all health care training. This can be achieved by providing an insight into how errors and incidents occur in the complex, high-tech healthcare workplaces. With this insight come the practical tools for error reduction, early error detection, minimising the impact of errors and most important, learning from errors.

A typical training syllabus would therefore include competency-based interpersonal and professional 'non-technical' skills which might include safety-critical communication, decision-making, teamwork skill, situation awareness, task management, and incident analysis.

www.medicalteamwork.org



OUR MISSION:

“TO PRODUCE THE FINEST AND MOST EFFECTIVE TRAINING SOLUTIONS TO THE HIGHEST POSSIBLE STANDARDS AND DELIVERING THEM ON TIME, AND TO A BUDGET.”

- KEITH FRYER, CEO



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