

Legal Ombudsman

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# Human Factors: how to avoid service failings

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OMBUDSMAN

## Course overview

<b>Course title:</b>	Human Factors: how to avoid service failings
<b>Tuition hours:</b>	3.5 - 4 hours
<b>Purpose:</b>	To help claims companies improve their procedures to prevent service failings from occurring. In turn, this should reduce the number of customer service complaints received.
<b>Cost:</b>	The course will be free to claims management companies regulated by the claims management regulation unit.

## Course details

### 1 Aims and learning outcomes

The aim of this course is to allow claims management companies to:

- Understand what human factors are and why this is vital to improving the work that *you* do
- Know more about why things often don't work in large systems and arm yourself with the knowledge and tools to help *you* change things
- Understand how other industries do some of this better than us ("high reliability orgs"/HRO)
- Understand how cognitive biases affect us all

On completion of the training, you will have gained increased skills and knowledge in all of these topics.

### 2 Who the course is for?

The course is suitable for all members of the claims management profession within the Legal Ombudsman's jurisdiction and who would like to understand more about the Legal Ombudsman's remit and refresh their knowledge in complaints handling.

The maximum number of delegates per session will be 30 to ensure the course is as interactive as possible. However minimum course numbers will be set.

### **3 Presenters**

Our courses are usually led by a member of our Ombudsman team in partnership with members of our operational staff.

### **4 Methodology**

The course is designed to be as interactive as possible, using case studies to illustrate our work where possible.

A course booklet will be provided to all participants.

## **How to register**

To register for the course please complete the registration form and send to:

Email: [courses@legalombudsman.org.uk](mailto:courses@legalombudsman.org.uk)

Telephone: 0121 245 3187