

35% discount – use code **W14iSH35** when ordering



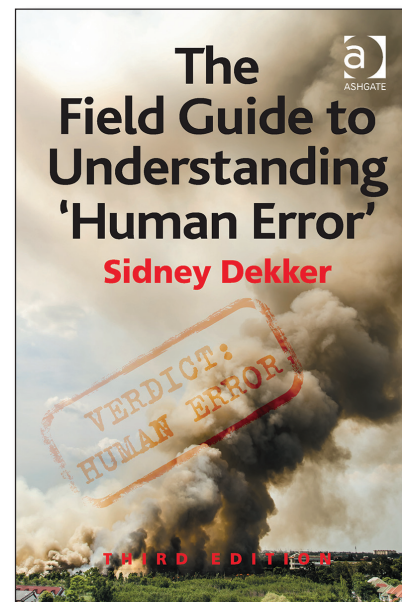
The Field Guide to Understanding 'Human Error'

Sidney Dekker, Griffith University, Australia

THIRD EDITION

'If you design equipment or operating procedures, if you investigate accidents or deal with safety, this is an essential book. Sidney Dekker, a leading world authority on "human error" has enhanced his already exceptional "Field Guide" to be a concise, readable guide to both design of equipment and procedures and also the analysis of mishaps. The label "human error" is misleading and its use prevents discovery and correction of the true underlying causes of incidents. So read about hindsight bias, about the difference between the view from inside the system rather than from outside, and about difference between the blunt end (where you should do your work) and the sharp end (where people tend to focus). Read, learn, and put these ideas into practice. The results will be fewer incidents, less damage, less injury.'

Don Norman, author of *The Design of Everyday Things*



This latest edition of *The Field Guide to Understanding 'Human Error'* will help you understand how to move beyond 'human error'; how to understand accidents; how to do better investigations; how to understand and improve your safety work. You will be invited to think creatively and differently about the safety issues you and your organization face. In each, you will find possibilities for a new language, for different concepts, and for new leverage points to influence your own thinking and practice, as well as that of your colleagues and organization.

Contents: Preface; Two views of 'human error'; Containing your reactions to failure; Doing a 'human error' investigation; Explaining the patterns of breakdown; Understanding your accident model; Creating an effective safety department; Building a safety culture; Abandoning the fallacy of a quick fix; Epilogue: speaking for the dead; Index.

About the author: **Sidney Dekker** (PhD Ohio State University, USA, 1996) is currently professor at Griffith University in Brisbane, Australia, where he runs the Safety Science Innovation Lab. He is also Professor (Hon.) of psychology at The University of Queensland, and Professor (Hon.) of human factors and patient safety at the Royal Children's Hospital in Brisbane. Previously, Sidney was Professor of human factors and system safety at Lund University in Sweden. After becoming full professor, he learned to fly the Boeing 737, working part-time as an airline pilot out of Copenhagen.

Sidney is the best-selling author of a multitude of human factors and safety books, including, most recently, *Safety Differently* (2014), *Second Victim* (2013), *Just Culture* (2012), *Drift into Failure* (2011), and *Patient Safety* (2011).

December 2014	248 pages	
Paperback	978-1-4724-3905-5	£20.00/\$39.95
Hardback	978-1-4724-3904-8	£70.00/\$124.95

View this title online at: www.ashgate.com/isbn/9781472439055

Use code **W14iSH35** when ordering at www.ashgate.com

ASHGATE

www.ashgate.com