

**Global War on Error® (GWOE)**  
**The world's most aggressive error reduction series**



“Why do smart, highly trained people continue to make dumb mistakes?” Our research has found it’s because current training programs often fight purely defensive battles at the team and systems levels and ignore the opportunity to attack error at its source – the individual human. The GWOE training series is designed as a proactive introductory course that will address this question and greatly increase the effectiveness and safety of your system.

**GWOE** Invite your entire flight department to participate in world-class human factors training that prepares your team to predict, mitigate, and even prevent human error. From the comfort of your location, learn the latest knowledge, case studies, tools, and techniques provided by industry-leading experts from Convergent Performance. Can’t get the entire group online for the live webinars? Not a problem: each Webinar is recorded and links to view/review them are sent to your team along with a study guide. This one-of-a-kind series includes the following 8-sessions:

<b>Webinar</b>	<b>Description</b>	<b>Live Air Date</b>
<b>GWOE 101: The Anchor Point of Professionalism</b>	Why do smart, highly trained people continue to make dumb mistakes? That question launched the 5-year study behind this series. The discussion begins with <b>you</b> —and the need for the self-awareness, discipline and integrity to commit to full compliance. Learn to recognize and counter Violation Producing Conditions, Normalization of Deviance, and rogue operators.	June 1, 2017 11:00 EST 10:00 CST 9:00 MST 8:00 PST
<b>GWOE 102: The Many Faces of Error</b>	How will you stop human error if you don’t know what to look for? In GWOE 102, we will examine the top 10 Error Producing Conditions, how to decouple them and avoid cumulative effects, and understand the fundamentals of the Human Factors Analysis and Classification System (HFACS) model.	June 29, 2017 11:00 EST 10:00 CST 9:00 MST 8:00 PST
<b>GWOE 103: Many More Faces of Error</b>	Once you know what to look for, you are prepared to apply error-reduction techniques to achieve performance precision and accuracy – terms you will fully understand after a climb through the Performance Evolution Ladder. Learn how you can “make better mistakes” and break out of the <i>grip of mediocrity</i> .	July 13, 2017 11:00 EST 10:00 CST 9:00 MST 8:00 PST
<b>GWOE 104: Hazardous Attitudes</b>	Learn to recognize and respond aggressively to hazardous attitudes before they hijack your decision making and judgment.	Aug 3, 2017 11:00 EST 10:00 CST 9:00 MST 8:00 PST
<b>GWOE 105: Habits are Better than Rules</b>	Once you understand how hazardous attitudes can impair your performance, now you can make it a habit to utilize the “Name It – Frame It – Tame It” approach in real-time operations.	Aug 24, 2017 11:00 EST 10:00 CST 9:00 MST 8:00 PST
<b>GWOE 106: Can You Hear Me Now?</b>	Communication is a vital element in an effective safety system. For it to work, people must be empowered to spot, speak up, and correct the errors of others, and accept their work being similarly cross-checked. Ideally, lessons are learned once and shared by all. Learn how to make this happen in your system and ensure everyone is heard.	Sept 14, 2017 11:00 EST 10:00 CST 9:00 MST 8:00 PST

<b>GWOE 107: Leadership is for Everyone</b>	As stated by the 6 <sup>th</sup> US President John Quincy Adams, “If your actions inspire others to dream more, learn more, do more, and become more, you are a leader.” No matter your job title, everyone has a responsibility to “lead where you land.” Learn how to help guide your team by the power of your example and good decision making.	Oct 5, 2017 11:00 EST 10:00 CST 9:00 MST 8:00 PST
<b>GWOE 108: Managing an Increasing Workload</b>	The most competent, well-meaning worker can be task-saturated into failure. Task ambiguity can twist priorities into false urgency. This session looks at the art (and science) of workload management and resolving conflicts as they arise.	Oct 26, 2017 11:00 EST 10:00 CST 9:00 MST 8:00 PST

For more information or to sign up, please email Paul Ratte, USAIG’s Aviation Safety Programs Director, at—[safety@usaig.com](mailto:safety@usaig.com)—or call 212.859.3856

## Global War on Error®

### Program Overview: Quality – Convenience – Cost Savings

The GWOE webinar series is a comprehensive curriculum designed to provide aviators with a world-class understanding of human error causes and countermeasures in support of reliable mission accomplishment and risk mitigation. It will answer many questions involving individual performance and why highly trained humans make mistakes.

### Why participate in the GWOE Webinar Series?

The answer is simple: a cost effective and high impact training series to reduce human error and improve performance. Convergent Performance’s Global War on Error® (GWOE) program and its fundamentals of personal responsibility and accountability grew from five years of research into a single question: “Why do smart people continue to make dumb mistakes?” GWOE is:

- Based on research combined from the best of neuroscience, cognitive science, behavioral science, and learning theory
- A force multiplier for any existing safety program
- Foundational for any high-risk industry, including aviation, healthcare, and energy
- Personally applicable to real-life scenarios, on and off the job

This introductory course will provide all the knowledge, tools, and techniques your team needs to start fighting human error NOW and see immediate improvement in overall operations.