

Safety Seminar

The Frustration Factor

The Frustration Factor, known as the H-FILES, is part of the Human Factors that Increase the Likelihood of Error. This human factor initiative considers 10 human factors that contribute to error and the loss of situational awareness.

Frustration is one of the factors we review using the REC (Recognize Evaluate & Control) Model. Recognize the impact of frustration in your workplace. Evaluate the impact of frustration. Control or manage frustration using various countermeasures discussed in this 3-part process.

The Frustration Factor (H-FILES)

Part 1. Recognize Frustration (17-minute video with exercise)

Part 2. Evaluate Frustration (12-minute video with exercise)

Part 3. Control Frustration (10-minute video with exercise)

About the Speaker:

Wilson Bateman is an Author & International Speaker. His first book, the 7 Safety Habits, is the World's First Safety Self-Help book. Mr. Bateman is the President of Global Training Edge Inc., a management consulting firm that provides safety services on an international basis.

Wilson has worked for many Fortune 500 companies on several continents. He is a graduate of Ryerson University. He has held positions including the Director of Safety, & Regional Manager Liberty Risk Services. Wilson has received several awards including the Award of Merit from the Nova Scotia Safety Council and the Award of Safety Excellence from Electrolab.

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