



## Complacency

Complacency occurs, even in "High Reliability" or "High Risk", organizations. Within aviation it is officially recognized and labeled as a threat to safe operations. More and more industries are starting to pay attention to it, sometimes on a mandatory basis by new regulation or new legislation within the industry. Complacency can be interpreted as self-satisfied or in some situations the term lazy applies. It can occur individually, but also within teams that almost always operate in the same team composition and team roles.

In this module we discuss how to recognize complacency and how to mitigate its danger.

YES Human Factors Ltd does this with the help of very experienced trainers and teachers with a background in management (operational and HR), psychology, organization development and change management. The practical experience of decades comes from different organizations, such as Siemens, Royal Air Force, KLM, Martinair, Ministry of the Interior, police etc.

YES Human Factors Ltd provides training within the next market segments: hospitals, coast guard, process industry, IT, safety organizations, banks and aviation.

We warmly invite you to participate in this interactive, practical and inspiring program.

**Han van der Meer and Jean-Pierre Kahlmann,  
Partners YES Human Factors Ltd**

## Complacency

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Preventing Complacency and addressing "complacent" behavior contributes to a safer, more effective and efficient work environment.

### Description

The training provides insights but also practical tools to prevent, recognize and act on complacent behavior.

### Program

09.00 Welcome with coffee  
09.30 Complacency: definition and consequences  
10.30 Recognition and mitigation  
11.00 Break  
11.15 Exercise: "How do you address someone?"  
12.15 Evaluation and conclusion.  
12.45 End

### Questions and registration

For more information and to register, please contact:

- Han van der Meer, partner + 31 6 23 915 971  
- Jean-Pierre Kahlmann, partner + 31 6 53 139 981

Or send an email to [info@yeshumanfactors.nl](mailto:info@yeshumanfactors.nl)

### Overview

Complacency

### Duration program

4 hours

### Dates

In consultation

### Group size

3-12 persons or in consultation

### Location

YES Human Factors  
Voorstraat 2  
5353 KE Dienen

Or

In consultation In-company or in the vicinity of your home and/or workplace

### Costs

€ 270,- excl. VAT per participant

Course material, coffee, tea and lunch are included