



## Startle and Surprise

"Startle and Surprise" is a phenomenon that became known as a result of the safety investigation following the emergency landing on the Hudson. By definition, unexpected events and/or intense stimuli lead to a startle or surprise reflex. Of course this does not apply to every unexpected event, but here we are talking about situations that affect our performance and can influence our work in a negative way.

YES Human Factors Ltd does this with the help of very experienced trainers and teachers with a background in management (operational and HR), psychology, organizational development and change management. The practical experience of dozens of years 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 market segments: Health Care (hospitals), coast guard, process industry, IT, safety regions, 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**

## Startle and Surprise

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The Startle and Surprise module is specifically designed for professionals and managers as knowledge and follow-up training of this helps to ensure safe, effective handling of an unknown and possibly, critical situations.

### Description

The training provides insights but also handles the recognition and more effective response to unexpected events.

### Program

09.00 Welcome with coffee  
09.30 Surprise and Startle theory  
10.30 Individual differences, impact on competencies  
11.00 Break  
11.15 Solutions; Training and Startle and Surprise effect management  
12.30 Evaluation and conclusion  
13.00 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

Startle and Surprise

### Duration program

4 hours

### Dates

In consultation

### Group size

3-12 persons or in consultation

### Location

YES Human Factors  
Voorstraat 2  
5353 KE Dieden

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