THE IN-HOUSE TRAINING COMPANY

Accuracy skills

Overview

This is an essential programme for any member of staff whose role requires a high level of attention to detail. The focus is specifically on the handling of text and data, whether at the input stage or when collating information into reports and documents for use by others.

The session looks at both prevention and cure.

For 'prevention', it focuses on understanding how common errors occur and on developing an awareness of the factors which influence our level of attentiveness. It introduces key psychological theories around attentiveness including the 'capacity' and 'bottleneck filter' models. And it looks at how working styles can affect attention to detail.

For 'cure', the programme looks at how to minimise the effect of stress on concentration as well as introducing a number of tools and techniques for promoting accuracy – at both the input and the checking stages. Particular attention is paid to proof-reading techniques.

Learning objectives

By the end of the session, participants will:

- Appreciate why errors occur
- Understand how stress and other factors can affect focus and accuracy
- Know how to improve accuracy and reduce errors when handling text and data
- Be able to proof-read text and number-based documents more accurately

Who should attend?

The programme is ideal for anyone whose role demands a high level of accuracy.

All members of staff whose responsibilities include entering text or data will benefit from the session as will any managers and supervisors who check other peoples' work.

Course format

This is a practical and engaging half-day session which is full of practical ideas to apply immediately back into the workplace. Whilst there is some emphasis on theory there will also be a variety of practical activities which will help to embed some of the programme's key concepts.

The session makes use of a variety of learning methods including tutor input, paired activities and practise sessions. The style is very facilitative and learner-centred, taking into account the needs and preferences of the group on the day whilst at the same time delivering the programme as agreed with the client in order to meet the specified learning objectives.

Expert trainer

Miranda has more than twenty years' experience as an independent learning and development consultant and trainer.

She started her career working within the Management Development Unit of the Printing and Publishing Industry Training Board, moving on to a role in the Probation Office's learning and development team before leaping across into financial services, where she was responsible for the Learning and Development of a major high street lender. In 1992 she started her own learning and development consultancy. Working with a range of clients – public sector, private sector and VCSE – Miranda's expertise is in helping organisations to identify learning gaps, and to develop tailored, creative and relevant strategies for meeting these needs with a view to helping organisations to meet their objectives.

In addition to her professional role, Miranda is also very involved in local community development activities. She is Chair of a local homelessness charity and has been instrumental in developing and facilitating community leadership programmes in both Bedfordshire and Hertfordshire.

See what programme participants have said about Miranda's training:

'Superb. Clear, warm, engaging – and very well informed.'
'Engaging and pitched very appropriately for the audience today.'
'Great.'
'Lively, focused, keeps it interesting.'
'Very funny and enthusiastic.'
'Excellent presentation style.'
'Super.'
'Excellent.'
'FAB!'
'A lot of fun.'
'Miranda is very engaging, warm and welcoming, great trainer.'
'She is absolutely lovely!'
'Very bubbly manner and clearly deeply knowledgeable about her subject.'
'Very personable and engaging.'

Workshop outline

1   The importance of accuracy

- The impact of mistakes

- Why accuracy is so important

- Main reasons why errors occur

2   Attentiveness theory

- The 'capacity' and 'bottleneck filter' models

- Selective attention

- Chunking – big picture / little picture

3   Preparing for accuracy

- Working styles – how they affect detail-orientation

- Identifying and minimising the impact of stress on concentration

4   Practical strategies

- How to improve accuracy and reduce errors when inputting text

- Managing interruptions and distractions

- Proofing text and numbers

Any questions?

Please just give us a call on 01582 463463 – we're here to help!
Or visit www.theinhousetrainingcompany.com