

## illumitask Field Workshop Overview

This half day workshop develops internal subject matter experts on the operation of the illumitask SUITE for field workers in support of AERO. This highly interactive workshop employs real-world examples to illustrate how the SUITE supports the 'Advanced Error Reduction in Organizations' (AERO) methodology. This hands-on workshop is designed for participants to:

- Understand the purpose and benefit of the illumitask SUITE in the context of AERO
- Know how the illumitask SUITE helps customers leverage the training offered by AERO
- Establish proficiency in applying the illumitask SUITE to support Performance Improvement programs

## This workshop includes the following topics:

- Mobile Device Skills, gain basic understanding of mobile devices and connectivity for both iOS and Android as required
- BRIEF – High risk task of the day, triggers & traps, performance modes
- VIEW – Dashboard, metrics, key performance indicators, summary and detailed views
- VERIFY – verify briefing leader competence for performing effective pre-task briefings and provide coaching
- VALIDATE – confirm effectiveness of the pre-task briefing by validating with the briefing leader and task personnel.
- OBSERVE – provide oversight of high risk tasks to ensure that risks are understood and mitigated by the organization