

INTERPERSONAL SKILLS LAB - NTS/CRM

The Interpersonal Skills LAB ({{LAB}}) is an immersive, real-time learning environment designed to mirror the challenges faced in the real world. It provides a platform for individuals and teams to develop and enhance their non-technical skills, leading to improved communication, leadership, and decision-making.

The What

Highly immersive and emotive simulator that brings the reality of collaboration, teamwork and applied critical thinking to life in your workspace.

Key features of Interpersonal Skills LAB:

- **Real-world simulation:** The {{LAB}} presents participants with realistic scenarios, time pressures, ambiguous information, and potential conflicts, mimicking real-world complexities.
- **Psychologically safe environment:** Participants can explore their limits and learn from both successes and failures without professional risk.
- **Structured debriefing:** Guided reflection using "black box data" from the simulator helps participants analyse their performance and identify areas for improvement.
- **Focus on non-technical skills:** The {{LAB}} targets essential skills such as communication, leadership, situational awareness, decision-making under pressure, and stress.
- **Flexibility and customization:** The {{LAB}} can be tailored to different team sizes, learning objectives, and environments, including remote and online settings.
- **Follow-up coaching:** Post-session coaching helps solidify learning and encourage the application of newly acquired skills.

The Who

The Interpersonal Skills LAB is beneficial for a wide range of individuals and teams operating in complex and demanding environments. It has been successfully applied in various sectors from aviation, firefighting, software, healthcare, construction, maritime, and diving (military, scientific, and sports). If you operate in a team or are part of personnel & leadership selection, it's for you.

The Why

In today's dynamic and unpredictable world, non-technical skills are more crucial than ever. The Interpersonal Skills LAB offers a unique and powerful approach to developing these essential skills.

Here's why:

- **Accelerated learning:** The {{LAB}} compresses time, allowing participants to experience and learn from a range of challenges in a condensed timeframe.
- **Improved performance:** By enhancing non-technical skills, teams can operate more effectively, make better decisions, and achieve superior results.
- **Reduced risk:** Enhanced situational awareness, communication, and decision-making contribute to safer operations, especially in high-risk environments.
- **Increased resilience:** Participants develop the ability to handle pressure, manage stress, and adapt to changing circumstances.

By investing in the Interpersonal Skills LAB, organizations can equip their teams with the essential skills to navigate complexity, achieve peak performance, and thrive in challenging environments.

Administration

Numbers: 6-24 people

Costs: £TBD, depends on scale of programme

Duration: 1-5 days.

Face-to-face delivery.

Post-class digital resource support over 3 months.

Options (variance in cost):

4 hrs online Boost sessions (up to 8 people)

Talent quest as part of HR selection process



Gareth Lock, Founder

Gareth founded The Human Diver/Human in the System in January 2016 when he recognized that there was a gap in human factors and non-technical skills knowledge within the diving community and other high-risk industries. Since then, he has been working to bring this knowledge and practice to the fore using a variety of online, face-to-face, and webinar-based programmes, along with a book, a documentary and academic studies.

He leads a team of consultants situated across the globe, all with experience of working in high-risk team environments.

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