Human Factors and COVID-19, things to think about

Be Considerate

People feel different pressures and stresses because of COVID-19. Avoid assuming that you know what someone needs; ask them instead. Provide people with easy access to wellbeing resources.

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Be Clear

People dislike uncertainty, make sure your changes are shared with them clearly and quickly, and plan to help people adjust to change.

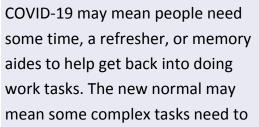Icon made by Freepik from www.flaticon.com

Help with memory

There are new things that we need to remember to do for COVID-19. People may forget them as they get busier, or when they only do them now and again. Providing lists, aide-memoires, training and more time will help.

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Allow people to say 'STOP'

Changes may not work as expected. Ensure people can raise and record any concerns they have. Support them to do this making it safe and easy. If concerned, ensure people can, and will 'call stop'.

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Ask the people who do the work

Where you need to change things as a result of COVID-19, ask the people who usually do these things to help you find the best way to change them. Be people-centred in the way you make changes.

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Beware Skill-Fade

COVID-19 may mean people need some time, a refresher, or memory aides to help get back into doing work tasks. The new normal may mean some complex tasks need to use new ways and new things to help get them done right every time.

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Take extra time

Tasks or processes that people have not done in for a while, and new ones will need extra time. Things go wrong when people are feeling pressured and are rushing. Allow for and plan for people taking that extra time.

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Manage Fatigue

Fatigue may be more likely, or more severe in people. It needs active management. The new and distracting COVID-19 things for people may increase their workload which can lead to them being much more tired.

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