

Robert Henderson

Robert Henderson has a background in psychology, having completed an MSc with 1st Class Honours at the University of Auckland in 2001, and is a Human Factors Specialist. He provides advice to organisations on optimising safety, operational performance and company culture through the application of Human Factors and Just Culture in the workplace.



He served as a Royal New Zealand Air Force officer for 22 years gaining experience in a wide variety of roles and was the commander of the Air Force long-range transport squadron, a unit with a global reach. He also has 15 years experience as an aircraft captain, instructor and manager for Air New Zealand.

He has also been involved in the management of sports aviation for over 35 years; has held the position of President of the International Gliding Commission, responsible for the sport of gliding world-wide, since 2004; and, has served as a board member of the World Air Sports Federation (Fédération Aéronautique Internationale) based in Switzerland, since 2008.

Robert has worked with the aviation community to develop leadership, safety and just culture programmes at the airline level and ab initio training level. He has had consulting assignments with a major telecommunication company, in the rail transport industry introducing training programmes to improve their work practices and safety and with the medical community in New Zealand providing training and participating in investigations into preventable patient death.

He is a member of a major research group at the University of Auckland Medical School that has recently had their work, on investigating team processes and error reduction to enhance patient safety in the operating theatre, published in the BMJ. He is also a member of the HQSC Surgical Checklist Advisory Group reviewing the use of the surgical safety checklist in New Zealand hospitals.