Just Culture Certification Course

DENVER, CO | JUNE 25-26
7351 E. Lowry Boulevard, Denver, CO 80230

The Just Culture Company

We struggle in today's world to hold people accountable
in a fair and just manner when things don't go as planned. Nowhere is this more evident than in high consequence industries like healthcare, aviation, and power. We all want account-ability, but what does that look like when any mistake, any choice, could have devastating outcomes?

The Just Culture Certification Course
explores this very question, and changes how industry leaders view the concept of justice. Synthesizing research from systems engineering, human factors, and the law, this course empowers leaders to make a difference. Leaders make an immediate impact upon returning to their organizations to improve investigations, reducing adverse events, and fostering a culture of curiosity, shared learning, and accountability.

Join The Just Culture Company
as we explore the core concepts that will become the foundation for your Just Culture. Become an expert in the Just Culture Algorithm™ – the tool that brings these ideas to life within your organization.

Who should attend:
Leaders interested in Just Culture as a means to improve their effectiveness including:
- Human Resource Directors
- Operations Directors
- Safety Officers
- Risk Managers
- Other Departmental Leaders

With a Just Culture you can:
- Build a more accountable culture
- Improve operational reliability
- Meet regulatory expectations
- Reduce adverse events

In Partnership with:

COPIC
Better Medicine • Better Lives

Cost:
$1,895

REGISTER NOW

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Learning Objectives:

- Describe the five skills that lead to producing better outcomes
- Identify the role of an organization's mission and values
- Define the factors of system design and good design strategies
- Describe the principles of managing the three core behaviors
- Describe the legal principles that provide the foundation for Just Culture
- Define the role played by imposers and the tools they use

- Identify the role of 'the reasonable person standard'
- Evaluate the role of 'natural' law
- Define and contrast outcome-based and procedure-based duties
- Define and describe the three duties and identify breaches of those duties
- Demonstrate proficiency using the Just Culture Algorithm™ through guided practice
- Describe Just Culture implementation strategies

Agenda Day 1

7:30 a.m.-8:00 a.m.
Sign In and Breakfast

8:00 a.m.-9:00 a.m.
Just Culture Overview; Core Values; Alignment with Organizational Values & Expectations; Resolving Conflicts

9:00 a.m.-10:00 a.m.
The Cognitive Basis of Choice

10:00 a.m.-12:00 p.m.
The Five Behavior Spectrum & Organizational Response
System Design

12:00 p.m.−1:00 p.m. Break for Lunch

1:00 p.m.−2:00 p.m.
Learning Systems/Root Cause Analysis

2:00 p.m.−3:30 p.m.
The Three Duties and Breaches of Duty

3:30 p.m.−4:50 p.m.
Just Culture Algorithm™: Identifying & Judging Breaches of Values; Procedures; Outcomes; and Repetitive Conduct

4:50 p.m.−5:00 p.m.
Debrief Day 1 & Homework

Agenda Day 2

7:30 a.m.-8:00 a.m.
Sign In and Breakfast

8:00 a.m.-Noon
Review and Teach-back

8:30 a.m.−10:00 a.m.
Just Culture Algorithm™: Identifying & Managing Repetitive Human Error & Repetitive At-Risk Behavior

10:15 a.m.−12:00 p.m.
Just Culture Algorithm™ Practice Using Scenarios

12:00 p.m.−1:00 p.m. Break for Lunch

1:00 p.m.−2:30 p.m.
Just Culture Algorithm™ Practice Using Scenarios

2:30 p.m.−3:50 p.m.
Just Culture Implementation & Change Management

3:50 p.m.−4:00 p.m.
Debrief & Next Steps

All course participants will also receive a two-year license to the newly released Just Culture Assessment Tool (JCAT). JCAT is our new electronic version of our Just Culture Algorithm™ v4.0. It's the tool that gives every manager a consistent and transparent process for evaluating and documenting behaviors within the Just Culture framework.