

Root Cause Analysis Certification Course

DALLAS, TX | APRIL 28-29



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 accountability, but what does that look like when any mistake, any choice, could have devastating outcomes?



The Root Cause Analysis Certification Course

This two-day course is designed to help further understanding of how organizations can explore and analyze single events to provide timely and appropriate information that facilitates quality decisions toward improving outcomes. Our approach is designed to give you the skills to see risk clearly inside your organization – across system design and behavioral choices.



Through this course, you will learn to see your systems and the behaviors of your employees in a different way. Our purpose is to help you find innovative ways to learn about risk within your organization and to help you identify how to allocate resources to manage these risks effectively.



Who should attend:

Leaders interested in RCA as a means to improve their effectiveness including:

- Safety Officers
- Operations Directors
- Risk Managers
- Other Departmental Leaders



With RCA you can:

- Identify and tighten the gaps in your processes
- Manage your systems in good times and bad
- Improve your processes by learning from errors and risky choices
- Know what to do with that data to make the most effective changes possible

\$1,895

For Group Discounts

Contact Us:

courses@justculture.com

866-785-0204

REGISTER NOW

Location:

Improving
5445 Legacy Drive, Suite 100
Plano, TX 75024



Learning Objectives:

- List key attributes and benefits of Root Cause Analysis (RCA)
- Identify the limitations of RCA
- Distinguish between direct cause, probabilistic cause and conditional information within the process of developing cause-and-effect representations
- Identify factors that shape human performance
- Identify factors that influence system design
- List and describe the spectrum of the OE 5 behaviors model and how to competently assess each within an investigatory framework
- Describe the appropriate organizational response(s) for each intention/behavior
- Identify and sequence the 5 elements of a threshold (event) investigation
- Develop effective causal narrative utilizing the 5 rules of causation
- Utilize the 10-step investigation process to enhance the quality of RCA output
- Distinguish between effective and ineffective investigation interview techniques
- Describe how individual performance and system design contribute to outcomes and the managers' role in improving each
- List strategies individual managers and organizations can use to manage risk
- Using case scenarios, apply knowledge of human cognition, the 5-behavioral spectrum of human intention/behaviors, and the findings from a threshold investigation to determine the appropriate managerial/organizational response to mitigate risk



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.