This course examines many of the common pitfalls used in problem solving. It also teaches RCA leaders how to avoid those pitfalls and how to successfully facilitate/mentor a team. Participants learn advanced skills and the key elements of an effective RCA program.

WHO SHOULD ATTEND
- All individuals who are expected to lead/facilitate an RCA team
- Applies to all business groups within an organization

PREREQUISITE: No prerequisites.

LEARNING OUTCOMES:
1. Identify key points and helpful hints that will improve the efficiency of the RCA team
2. Today’s failed strategies in RCA programs
3. Elements of how to clearly frame/define any problem
4. Gather data
5. How to manage common barriers (politics/power players)
6. What are the gaps in your current RCA programs
7. Elements of an effective RCA program
8. Identify the differences between an event that requires a formal RCA and one that does not ---- (what triggers and RCA?)
9. Advances RCA Cause” charting:
   - Examples & Hands-on Exercises – Open Discussion
10. Methods for collecting different types of data
11. Effective interviewing skills
12. How to develop appropriate recommendations to address root causes at various levels to avoid future incidents
13. Where to find and how to capture the best solutions

Advanced “Cause & Effect” RCA:
1. Advanced RCA examples:
   - Examples and Hands-on exercises
2. Leading "High Level" Root Cause Analysis and Incident Investigation techniques:
   - Interviewing skills (role play exercise)
   - Capturing systemic issues (multiple events)
   - What makes a Solution work
     - Types of Solutions that exist
     - What are your company goals and objectives

CONTINUING EDUCATION UNITS: .8 (Duration: 16 hours)

Location: San Jacinto College
Central Campus
8060 Spencer Hwy
Pasadena, Texas 77505

Date: Tues - Wed, Nov 11 - 12, 2014
Time: 8am – 5pm
Cost: $575

Registration Deadline: Tuesday, October 28th, 2014

More information contact or to Register:
David Lewis 281.542.2061 or David.Lewis@sjcd.edu

Visit our website:
http://www.sanjac.edu/cpd/bp-training
RCA – Root Cause Analysis for Leaders

3. Final exercise: (Apply all concepts learned in class to real current problems/issues)
4. Via actual industry examples and role play, learn key points and practice your new skills
5. Key elements of a final RCA report

Forum: Root Cause Analysis Basics Questions:

Questions to assess client needs:

1. Do you have a formal RCA (Root Cause Analysis) methodology that you use or is it a home base product?

2. What is the RCA experience level of the majority of your (salary employees)? (Check one)
   ___ Seasoned
   ___ Intermediate
   ___ No experience or newly trained

3. What is the RCA experience level of the majority of your (hourly employees)? (check one)
   Seasoned___________
   Intermediate __________
   No experience or newly trained __________

4. Do you have established Threshold Criteria that helps you determine what triggers a formal RCA (Root Cause Analysis)?

5. What type of problems does your organization deal with (please give 3 brief examples)
   ____________________________________________
   ____________________________________________

6. What are the areas that need most improvement in your RCA program?
   ____________________________________________
   ____________________________________________

CONTINUING EDUCATION UNITS: .8
(Duration: 16 hours)

Location: San Jacinto College
Central Campus
8060 Spencer Hwy
Pasadena, Texas 77505

Date: Tues - Wed, Nov 11 - 12, 2014
Time: 8am – 5pm
Cost: $575

Registration Deadline:
Tuesday, October 28th, 2014

More information contact or to Register:
David Lewis 281.542.2061 or
David.Lewis@sjcd.edu

Visit our website:
http://www.sanjac.edu/cpd/bp-training

An equal opportunity institution