

## **DAY 1**

### *Introduction RCA Problem Solving and Event Mapping*

- Introduction: Goals and Highlights of the RCA
- Introduction of the Facilitator Role
- Start Case Problem Solving
- How to Start RCA Event Map
- Theory: RCA Process and Template – *All Aspects*
- Theory: Ordering Information in RCA (*Analytical Grammar*)
- Theory and Exercises in Asking Questions
- Exercises in Event Mapping 'EM Light' (*The 5-Why Way*)

## **DAY 2**

### *RCA Problem Analysis*

- Theory: Problem Analysis
- Theory: Presentation Skills (*Part 2*)
- Presentations and Teaches for Participants (*How to explain*)
- Exercises and Cases
- Preparation of Reports A3

## **DAY 3**

### *RCA Human Factor Analysis and Thinking Preferences*

- Theory: Human Factor Analysis (HFA)
- Skills in the Use of the HFA Tool
- Theory: Behavior and Thinking Preferences (*Hermann and De Bono*)
- Theory: Coaching Principles
- Skills in Coaching Communication

## **DAY 4**

### *RCA Exercises and Communication Skills*

- Theory on the Communication Process
- Theory: RCA Connection to Communication

- Theory: RCA '*Light to Apply on the Fly*'
- Skill: RCA under Pressure or in Information Transfers

## **DAY 5**

### *Risk Analysis, Decision Making and Implementation Issues*

- Theory: Risk Analysis and Basis FMECA
- Exercise in Risk Analysis and Implementation of the RCA Role
- Exercise: Understanding Distinctive Perspectives on the Results (Exercise De Bono)
- Theory on Implementation and Observation of the Use of RCA
- Integration Exercise
- Celebrate Success
- Evaluation and Closure of Training