



## Root Cause Analysis In-service

**In-service length:** two hours

**In-service format:** Virtual, Instructor-led or Classroom

**In-service description:**

This in-service builds upon the knowledge received in the Incident Investigations workshop. Participants receive additional support and are challenged to examine their incident investigations using best-practice techniques to assess and ultimately determine the actual root cause/causes of incidents.

**Expected outcomes:**

- Review of the Domino Model of Incident Causation
- Additional information on the nature of root causes
- Examine common mistakes in determining root cause
- Determine the root cause(s) of an incident using practical examples from your own organization

**Activities:**

Through additional theory and practical exercises, participants will gain comfort and familiarity in determining the root cause(s) of an incident.