

Incident Management and Cause Analysis

How to manage, analyse and extract organisational learnings from unwanted events

After this course you are able to:

- **Understand the basics about how management systems and behavior influence human behavior and can result in unwanted events (accidents, technical failure, delay, etc.).**
- **Conduct causal analysis.**
- **Advise your colleagues and management on effective incident management.**
- **Competently fulfil your role in incident management.**
- **Lead an investigation team.**
- **Use the Tripod methodology to analyse unwanted events.**

Participants:

- Incident Investigators – to learn and train the investigation process and incident analysis
- HSEQ professionals – to know and train their role and understand incident analysis
- Managers and Supervisors – to know and train their role and understand incident analysis

Advantages of this course:

- Equal focus on the process and reporting as well as the analysis
- Lots of training in cause analysis, here using the Tripod methodology
- This course is also highly relevant if you don't use Tripod Beta in your company

Instructor: Lisbeth Holberg, International Lead Investigator, Accredited Tripod Trainer
Language: English
Participants: Max. 12 persons
Time: 4-8 November 2019
Venue: Denmark, Esbjerg, ECH Park (ech.dk)
Duration: 5 days (Mon 10:00-16:30 / Tue-Thurs 8:30-16:30 / Fri 8:30-15:00)
Certificate: Bronze Tripod Practitioner by passing a knowledge assessment
Cost: DKK 20.000,- per person (including training material and certificates, excl. VAT)

Questions: Lisbeth Holberg at tel. +45 6088 4822 or e-mail info@LisbethHolberg.com

Sign up: On email to info@LisbethHolberg.com

More about Tripod: <http://www.energypublishing.org/tripod/beta>

Terms and conditions: Invoice is sent when registering for the training (payment due 30 days after receiving the invoice, latest 14 days before training start). Cancellation more than 8 weeks before start: Full refund. Cancellation 4-8 weeks before start: 50% refund. Cancellation later than 4 weeks before start: no refund. It is at all times possible to pass the seat on to a colleague. We reserve the right to cancel the training up to 4 weeks before start.

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Training strategy:

- Short introductory theory sessions to each training theme.
- Group work to train the investigation process and the analysis.
- Group compositions change during the week to reflect incident analysis in real life: Team work with different people every time!
- Introduction to interview technique.
- Role play to reflect real life scenarios.
- Use of participants' own cases in the last days of the training.
- The course complies with the requirements from the Stichting Tripod Foundation.
- A knowledge assessment on incident analysis (Tripod methodology) is included.

Investigation of any unwanted event starts with drawing up the terms of reference (e.g. who does the investigation and analysis, when, where, how, and who do we report it all to?), followed by review of documentation, interviews and other fact finding, analysing and testing facts and assumptions and finally handing it all over to management, for them to action on the conclusions, to improve the management system and organisational flaws which allowed – maybe even invited – the incident to occur.



Lisbeth Holberg, Trainer & international Lead Investigator:
“Successful and effective incident investigation depends very much on the Lead Investigator’s and the involved managers’ ability to ‘juggle’ the critical aspects: The investigation process, interviews, analysis, handover of conclusions to the organisation and implementation of learnings. We will train these skills intensely during these 5 days”.

Developed in the early 1990s, Tripod Beta is an incident investigation and analysis methodology designed in line with the human behaviour model. It was explicitly created to help companies understand the influencing environment and uncover the route of organisational deficiencies which allowed an incident to happen.

