

# Incident Investigation & Analysis Course Menu

2020



# Incident Investigation & Analysis Course Menu

| In-Company Courses |  | Pax. | Days |
|--------------------|--|------|------|
| IAAW               | Incident Management Awareness  | 25   | ½    |
| IAII               | Investigation & Interview Techniques   | 12   | 2    |
| BFA1               | BFA - Barrier Failure Analysis   | 12   | 1    |
| BFA2               | BFA - Barrier Failure Analysis (incl. 2 <sup>nd</sup> day with case studies) | 12   | 2    |
| RCA1               | RCA - Root Cause Analysis (incl. 5-Why)                                      | 12   | 1    |
| RCA2               | RCA - Root Cause Analysis (incl. 2 <sup>nd</sup> day with case studies)      | 12   | 2    |
| IASW               | IncidentXP Software (BFA / RCA / TOPSET)                                     | 12   | 1    |
| IARF               | Refresher Workshop   | 12   | 1    |

See also our  
separate  
Tripod Beta  
course menu

Please contact us for a tailored proposal that suits your needs

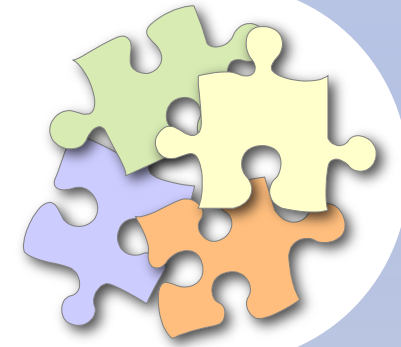


# Incident Management Awareness



- ④ ½-day course (max. 25 participants)
- ④ This workshop is an additional non-Investigator module for managers, legal advisors and other key figures who are not part of the investigation team, but who do have a role to play during incident investigations and follow-up / implementation of recommendations.
- ④ It is important that leaders at any level in the organisation are familiar with the principles of 'Learning From Incidents' (LFI). Also, they will become aware of their role and influence in the overall Incident Management process.
- ④ No prior knowledge or experience is required.

# Investigation & Interview Techniques

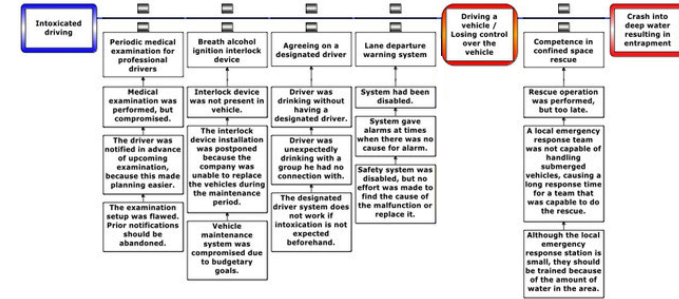


- ⑥ 2-day course (max. 12 participants)
- ⑥ This course focuses on the following topics: what are the objectives of an incident investigation (and what not!); Insight into the incident investigation process; Organizing an investigation; Collecting data / evidence; Interview skills & techniques; Drafting a timeline; Communication and reporting both the progress and the findings of the incident investigation; Drawing conclusions; Drafting recommendations; Reflective learning.
- ⑥ After this course, participants will be able to engage as an investigator/ facilitator in the process of incident investigation.
- ⑥ This course is ideal for those investigators who want to receive advanced investigation skills and knowledge about the investigation process.

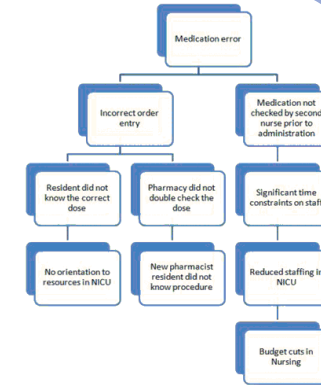


# BFA - Barrier Failure Analysis

- ⑥ 1 & 2-day courses (max. 12 participants)
- ⑥ BFA is a pragmatic incident analysis method. The BFA structure offers events, barriers and causation paths. Unintended events happen because one or more barriers did not function properly. In BFA, for each identified barrier, a causation path will explain why the barrier did not function properly.
- ⑥ The training program offers the knowledge and skills required to compose a full BFA analysis based on the facts & findings obtained from the investigation. Participants will also learn how to draw conclusions and compose recommendations.
- ⑥ For the 2-day course, day 2 is all about practicing using own case studies. According to participants, this extra day of practicing offers advanced understanding and skills and is therefore highly appreciated.



# RCA – Root Cause Analysis (incl. 5-Why)



- ⑥ 1 & 2-day course (max. 12 participants)
- ⑥ RCA is a very accessible and straightforward incident analysis technique. It starts with an incident and drills down (by keep asking 'why?') into the chain of events that led to that incident until the root causes are identified.
- ⑥ The training program offers the knowledge and skills required to compose a RCA (and 5-Why) analysis based on gathered facts & findings during the investigation phase. Participants will also learn how to draw conclusions and compose recommendations.
- ⑥ For the 2-day course, day 2 is all about practicing using own case studies. According to participants, this extra day of practicing offers advanced understanding and skills and is therefore highly appreciated.



# IncidentXP Software (BFA/RCA)



- ④ 1-day course (max. 12 participants)
- ④ The program focuses entirely on the application of one of the modules (BFA / RCA) of the IncidentXP software suite.
- ④ Note: All regular BFA and RCA courses are mainly focused on the methodology and not so much on the use of the software. During these courses, the trainer does show a quick-tour of the software and demonstrates how a analysis diagram can be composed using the software. However, many other functionalities are not covered. That is why this 1-day software training is an ideal addition to the regular BFA and RCA training courses.



# Refresher Workshop

**RECAP**

- ④ 1-day course (max. 12 participants)
- ④ Accompanied by an experienced lead Investigator / accredited trainer, we offer all trained BFA and RCA analysts the opportunity to refresh their knowledge of the method. During the workshop there is ample opportunity to share knowledge and experiences with colleague-investigators. After a brief refresher, we mainly practice using your own cases.
- ④ Participants must have previously participated in the 1 or 2-day BFA or RCA course.





# Educational ... and fun to do!

- ④ Highly interactive and hands-on character.
- ④ Theory is alternated with clear examples and a varied palette of challenging exercises.
- ④ All trainers are professional practitioners and have a broad international experience in the field of incident investigation.
- ④ Our trainers strongly focus on didactics and group dynamics.
- ④ Delegates are encouraged to engage and participate. They will be challenged (individually and group wise) by practical exercises and own case studies.
- ④ Our training courses are not only highly educational ... but also fun to do!





# Post-training Support & Coaching on the job

- Our post-training support aims for coaching members of your internal investigation pool. Coaching can be done on-site, or remotely via phone, (video) conference call or mail. Also, we facilitate periodic workshops in which the group will be brought together to work on case studies, challenges and specific themes.
- Please, see our separate proposal for more detail and information about our Incident Management Services and Support.





## Contact

Geniozz - Learning from incidents

Kingsfordweg 151

1043 GR Amsterdam

The Netherlands

+31 (0)20 491 73 25 - [info@geniozz.com](mailto:info@geniozz.com)