

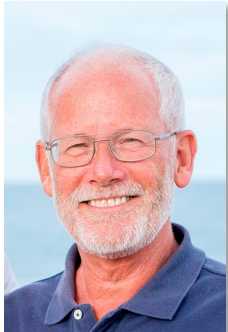
# The Latent Cause Experience™

Helping people learn from things that go wrong, through introspection rather than blame.



Robert E. Statham  
President  
*Failsafe Network, Inc.*

Failsafe developed exclusively the ROOTS™ investigative process, the WHY Tree™, the 5 Items™, the Situation-Filter-Outcome Model™, and most recently the RCA-related method called "Latent Cause Analysis™."



C. Robert (Bob) Nelms  
Founder  
*Failsafe Network, Inc.*

Author of over 30 articles, including:

- What can we learn from the terrorist attacks?
- The Revelations of Asphaliah
- The Blame Virus, and its Antidote

Author of 3 books (one no longer in print):

- What You Can Learn from Things that Go Wrong: A Guidebook to the Root Causes of Failure
- The Dynamics of Inculcating the Root Cause Mentality

Originator and moderator of the 1,000 member "root cause conference" Yahoo Group.

## Testimonials from past attendees:

*The way I judge any industrial training is to ask myself if I can use any of it at home. Heck, ALL of it can be used at home. This was one of the best.... Refinery Engineer*

*I liked the change in emphasis from focusing on equipment and systems to focusing on people. I agree that people cause problems, not systems.... Root cause analysis leader in chemical industry*

*This is the most people-focused investigative process I've ever seen. I like it! It focuses on people in a constructive and compassionate manner. This could change our organization.... Natural Gas Health, Safety, and Environmental Supervisor*

*This is much more than a tool. It is a way of thinking that I will use wherever I work, as well as at home. I came into the class thinking one way, and left thinking another. I wish everyone in our organization could experience this class.... Maintenance mechanic on Alaska's North Slope*

*I wish management would attend these classes. They do not know the potential of this. If they knew, they'd embrace it... most, if not all attendees give this feedback!*

## Attendees will:

- Learn how to lead a Latent Cause Analysis™
- Discover the latest, life-changing trends in Root Cause Analysis
- Know how to initiate a Latent Cause Analysis with The 5 Items™
- Understand the severity of the incident determines the level of response
- Understand how to use Latent Cause Analyses for all sizes of events
- Learn the ROOTS™ investigative process
- Analyze the 3 Ps of Evidence
- Know how to use the Situation-Filter-Outcome Model™ to reveal Latent Causes
- Comprehend the problems and pitfalls of most Root Cause Analysis efforts
- Understand how to overcome these problems and pitfalls
- Be immersed in some high-profile incidents. You will be put in their shoes, understand what went wrong, and relate it to your world
- Hear how other organizations are doing Latent Cause Analysis
- Debate, discuss, and get involved with others in the class
- Most importantly, learn the value of the following question:

*"What is it about the way I am that contributes to our problems, and what am I willing to do about it?"*

Failsafe Network, Inc. was founded in 1985.

Our Vision is to help people learn from things that go wrong.

[www.failsafe-network.com](http://www.failsafe-network.com)

307-773-7924

## Overview of the “experience.”

Unexpected, unplanned pain is arguably the most valuable phenomena of life, yet most people run from it as fast as possible. This experience will change your attitude towards failure and its causes. It will challenge you and your organization to **learn from smaller and smaller problems**, instead of waiting for “the big one” to occur. You will be taught how to do a most effective Root (Latent) Cause Analysis. You will feel like you are present in actual case studies that will be presented. You will also learn how to set-up your organizations to maximize learning from things that go wrong.

Throughout this 4-day experience, breakout sessions and examples will be used to help you **discover** essential concepts, providing realistic scenarios to encourage discussion. **But most importantly**, you will discover the truth about things that go wrong: It’s not our equipment that causes our problems. It’s not even our systems that cause our problems. It’s something that is totally within our control: It’s us. All of us.

## Agenda

Day 1	Day 3
Introductions. <i>Breakout sessions, drawing an “aladnam.”</i>	<b>Overnight thoughts and review.</b> <i>Round-robin views are great. They give everyone a chance to share.</i>
What is <b>Latent Cause Analysis</b> ? <i>It is not what you think. Latent Cause Analysis Model: The basic model of LCA is explained and demonstrated with simple examples.</i>	What to do with Evidence after it has been gathered. <i>How to summarize evidence, and what to do with it after it’s been summarized.</i>
Case Study: The Lessons of the <b>Challenger Explosion.</b> <i>You will feel like you were there, because you will put yourself in their shoes.</i>	The <b>Stakeholder Concept™</b> , and why it makes ALL the difference. <i>Don’t tell people the causes of their problems. Instead, ask them to tell you – after you show them the evidence.</i>
<b>Inculcation</b> of Latent Cause Analysis: The strategy to help an organization inculcate a latent cause mentality and the need for advocates to help drive the process.	How to Identify Stakeholders and help them see themselves as part of their problems. <i>Stakeholders are people with “skin in the game” – people that need to change as a result of the incident.</i>
Day 2	Day 4
Overnight thoughts and review. <i>Breakout session.</i>	The <b>WHY Tree™</b> , it’s use and abuse. <i>What is a WHY Tree, when should it be used, and when should it NOT be used.</i>
Introducing the <b>ROOTS™</b> Investigative Process . <i>Explaining the acronym.</i>	Using the <b>Situation-Filter-Outcome Model™</b> to reveal Latent Causes. <i>The SFO Model is the most practical way to consistently reveal Latent Causes.</i>
Beginning all investigations with The <b>5 Items™</b> . <i>The standard investigative starting point.</i>	<b>Translating</b> your findings in a way that will cause behavior change. <i>How can you get other people to learn what you have learned?</i>
The <b>3 Ps of Evidence.</b> <i>People, Physical, and Paper Evidence, and how to let the evidence guide you.</i>	How to <b>Sustain</b> the entire LCA effort so that it does not decay over time. <i>Failsafe embraces the Mother-Source concept – a dedicated group of people who are keepers of the process.</i>
The <b>Vector Approach™</b> to Evidence Gathering. <i>The 3 Ps offer a 3-pronged, independent view into the causes of a problem.</i>	A closing practice session to remember. <i>Skits, fun, and judging for best team, best actor, and best actress.</i>
Practicing the Vector Approach. <i>You might lose sleep over this one. It’s intriguing!</i>	Review and sharing. <i>Round – robin sharing.</i>

## Even More

Many, many practice sessions, you’ll be in different groups every day, video clips to emphasize points, role playing, skits, debate, plenty of breaks, laughs, tears, templates, techniques, stories, wonders, cartoons, suggestions, but most of all **an experience you will not forget.**

## Who Should Attend?

In short, anyone and everyone!

Past attendees have included:

Presidents

Executive Vice Presidents

Plant Managers

**Operations, Maintenance, and Technology Managers**

**Union officials**

**Union members**

**Maintenance personnel**

**Operations personnel**

**Technical personnel**

**Quality Personnel**

**Contractors**

**Quality leaders**

**Root Cause Analysis drivers**

High school and college students

Housewives, husbands

**Bolded** personnel have been the most common attendees

## About Your Course Facilitator

Rob Statham is President of Failsafe Network, Inc., and has worked with Failsafe since 2001. Rob is a passionate, experienced leader in helping people learn from things that go wrong. He is a seasoned principal investigator and expert trainer. Rob has over 30 years experience in the oil and gas industry. He's passionate about helping people learn from things that go wrong and helping people "see themselves." This equips them to help improve their organizations using Latent Cause Analysis.

Rob is a dynamic individual that has a unique ability to connect at all levels of an organization.

He is an author, teacher, and consultant helping people avoid blame and use evidence to lead them to the true causes of their problems.

In 1985, C. Robert Nelms founded Failsafe Network, Inc. to focus on "**helping people learn from things that go wrong,**" our corporate motto. Today, we help organizations, world-wide, in related endeavors.

## Why should you attend?

You will leave this class with a different attitude about things that go wrong. You will be armed with tools and energized with a conviction that you can make a substantial and positive difference within your organization. Most importantly, you will learn to lead by example by stepping out and seeing yourself as part of your problems instead of blaming them on other people and things.

The demand for Failsafe Network's services has taken us to most of the 50 states in the USA, as well as Indonesia, Thailand, Malaysia, Spain, England, Ireland, Scotland, the Netherlands, Venezuela, and Canada.

Failsafe has assisted companies from numerous sectors and industries such as:

## Failsafe's GoPage

We have been told that the resources available on our GoPage cannot be found anywhere else. Templates, checklists, procedures, interview questions, investigative philosophies, and much more can be found at:

<https://www.failsafe-network.com/go-page>

Check out our website. It is LOADED with information about our uniqueness.

## Included takeaways:

Seminar binder with all presentation slides, pen, USB wallet card with all essential LCA information, LCA templates, access to Failsafe's GoPage, many memories, and many new contacts.



ConocoPhillips  
British Petroleum  
Mobil Chemical  
Shell  
DuPont  
ALCOA  
Syncrude Canada  
Eastman Chemical  
Company  
Suncor  
Sunoco  
Motiva  
ConocoPhillips, Indonesia  
TRW  
Alabama Power Company  
Petrozuata  
Terra Industries  
Luminant Energy  
AEP

Bridgestone Firestone  
Epsilon Products  
Thai Cogeneration Co., Ltd.  
US Dept. of Defense  
NASA  
Citgo  
Energy Northwest  
Entergy Services  
GLOW  
Greywolf Drilling  
Lubrizol  
Ontario Power Generation  
Southern Company  
Altura Energy  
Thiokol  
Penn Maritime  
Trinidad Drilling  
NYPD  
CHS