# Facilitation Tip 8: Encourage Everyone to Contribute Causes

As part of managing the dialogue and documenting information as a facilitator, you'll need to gather information and insights from the people involved. As most of you know, that can prove difficult on occasion. This week's tip is shows you how to encourage the sharing of detailed information and causes.

## Sharing Insights: Near Miss When Line Was Ineffectively Isolated

In a meeting setting with managers and frontline personnel, those people doing the work may feel embarrassed during an investigation, or even not valuable or wanted in the discussion. This can lead to those people with insightful information remaining quiet during discussions.

In addition, it's unlikely that one person knows all of the different factors that were at play in the incident. As a result, if you're not receiving multiple perspectives and detailed information, your Cause Map™ diagram may look like this:
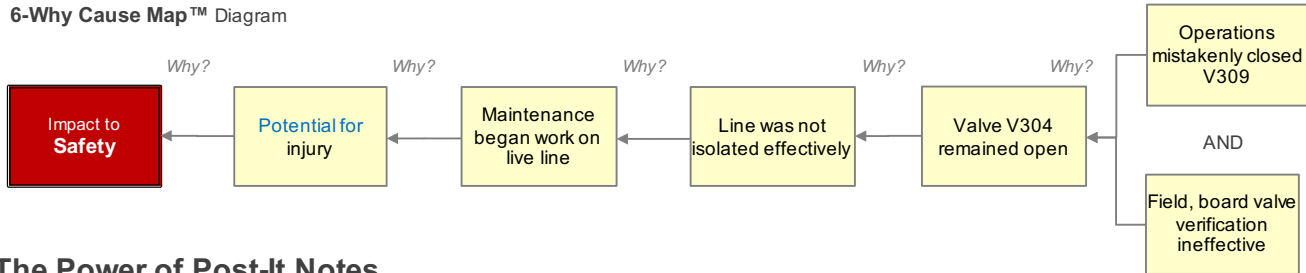
**Facilitation Tip 8**

Watch this video for a more details on why it's beneficial to encourage everyone to contribute causes.

▶

(4 minutes)

**6-Why Cause Map™** Diagram



## The Power of Post-It Notes

If you begin to experience this type of communication issue in an investigation, there are ways to increase the discussion. If you are building the *Cause Map* diagram with Post-It Notes, people will be able to silently contribute. By giving everyone in the room the opportunity to contribute to the investigation, a couple things will happen:

• You level the playing field by incorporating all of the information--from everyone.
• It will also allow the information to be documented without distracting from the current topic, since (hopefully) only one person is talking at a time while

When people think of an idea, possible cause or piece of information, they can write it down on their sticky note. This allows information to be documented without disrupting the conversation. These additions don't have to be applied to the diagram immediately (you can park them to the side). Just write the cause down, and we can always figure out where the information goes later.

If you're documenting the incident investigation electronically in Microsoft Excel, consider distributing the draft file for input after the meeting. By doing this, the team will gain additional opportunities to review and digest what's been captured and be able to contribute offline or outside of the meeting.

In this example below, we were able to get more information from operations personnel outside of the meeting setting to understand why valve V309 was mistakenly closed. With their additions, more systemic opportunities were revealed:

**9-Why Cause Map™** Diagram
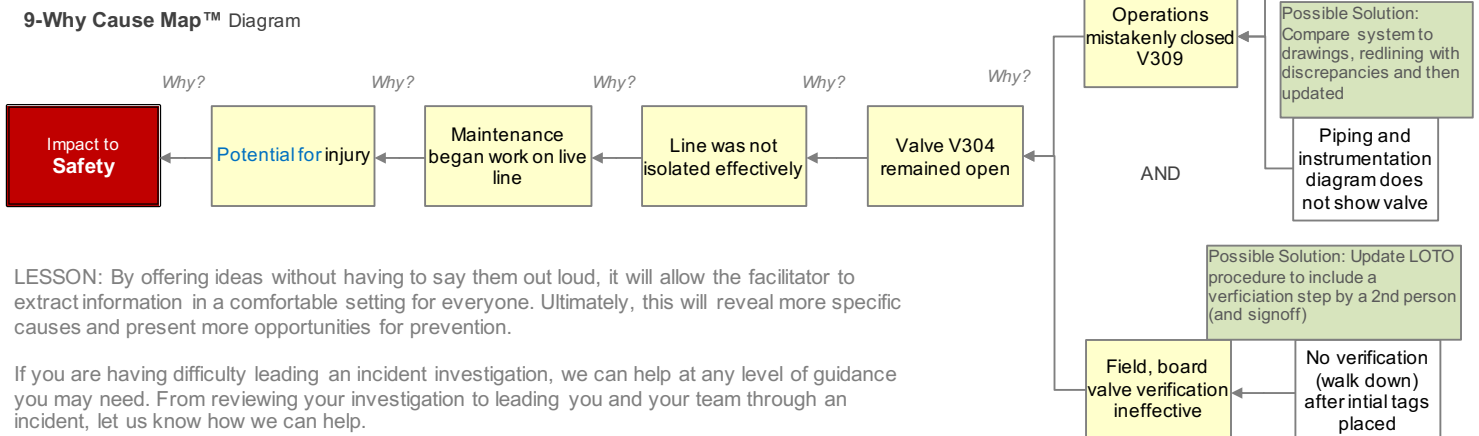


LESSON: By offering ideas without having to say them out loud, it will allow the facilitator to extract information in a comfortable setting for everyone. Ultimately, this will reveal more specific causes and present more opportunities for prevention.

If you are having difficulty leading an incident investigation, we can help at any level of guidance you may need. From reviewing your investigation to leading you and your team through an incident, let us know how we can help.

To learn more, visit our website at www.thinkreliability.com
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