

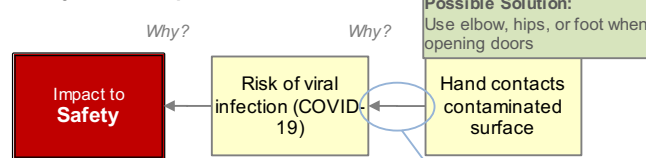
Facilitation Tip 1: Slow Down

Take Smaller Steps Through the Analysis

Take smaller steps between cause-and-effect relationships. Since solutions control specific causes on the Cause Map™ diagram, the more causes identified, the more opportunity to identify possible solutions.

Someone who's explaining the potential risk of a viral infection, such as COVID-19, may begin by saying that there's a risk of viral infection because a person's hands contacted a contaminated surface (with a live virus).

2-Why Cause Map™ Diagram



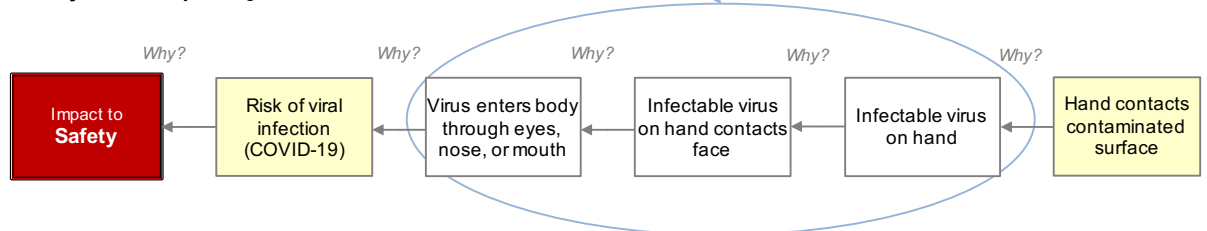
Facilitation Tip 1

For a more in-depth explanation of how to take smaller steps to find better solutions, watch this video.

(3 minutes)

While the statement is true, it's not a complete explanation of how a person is vulnerable to a viral infection. Not only is the explanation not clear to the unfamiliar reader, but the opportunity to identify additional possible solutions will be missed. By breaking the incident into specific cause-and-effect relationships, more solution options are revealed.

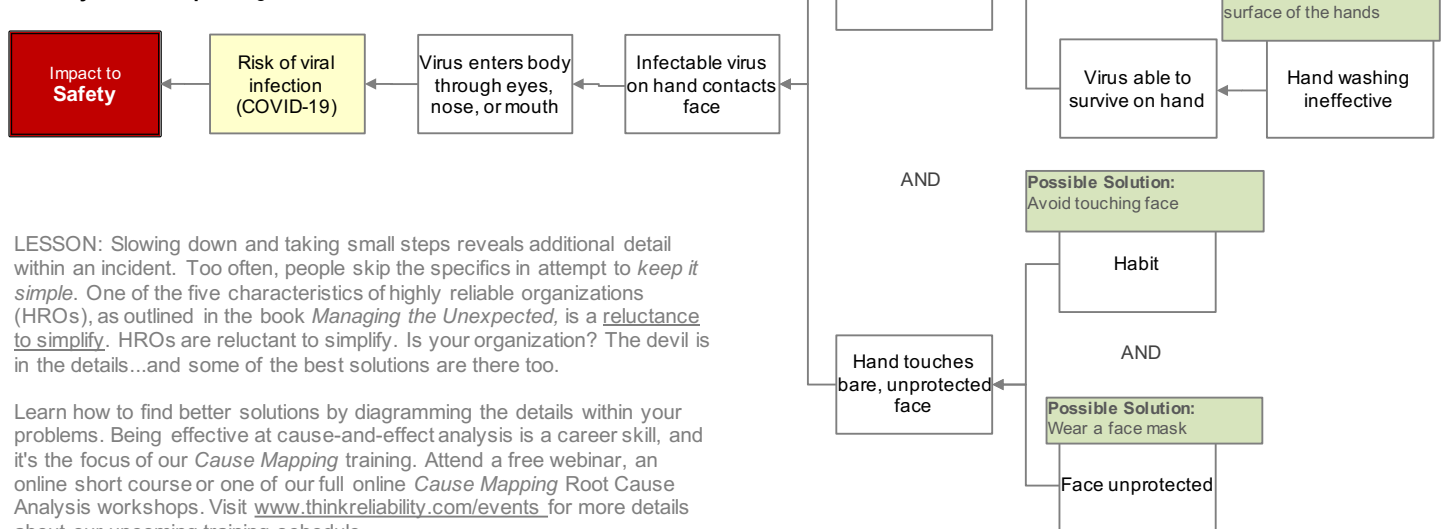
5-Why Cause Map™ Diagram



Slowing down and adding additional detail to more clearly explain how a hand contacting the contaminated surface may lead to contracting a viral infection.

By identifying the cause, "infectable virus on hand contacts face," we can then identify that two causes are required: a hand that has the live virus on it AND the hand contacting an unprotected face, revealing additional causes in each branch of the Map.

10-Why Cause Map™ Diagram



LESSON: Slowing down and taking small steps reveals additional detail within an incident. Too often, people skip the specifics in attempt to *keep it simple*. One of the five characteristics of highly reliable organizations (HROs), as outlined in the book *Managing the Unexpected*, is a reluctance to simplify. HROs are reluctant to simplify. Is your organization? The devil is in the details...and some of the best solutions are there too.

Learn how to find better solutions by diagramming the details within your problems. Being effective at cause-and-effect analysis is a career skill, and it's the focus of our *Cause Mapping* training. Attend a free webinar, an online short course or one of our full online *Cause Mapping* Root Cause Analysis workshops. Visit www.thinkreliability.com/events for more details about our upcoming training schedule.