

RCA 201 FACILITATOR COURSE AT A GLANCE

PRE-TRAINING PREPARATION

Register For Your Course > Receive Confirmation Email With Important Details > Download RealityCharting® Free Trial Bring a Laptop if Possible!

DAY 1

8:00 AM

RECEIVE YOUR COURSE MATERIALS

Training Manual
RealityCharting® Software
License Key

DEFINING THE PROBLEM

The What
The When
The Where
The Significance
Where to Start
Example

CAUSE AND EFFECT PRINCIPLES

The 4 Principles
Infinite Set of Causes
Filters that Stifle a Questioning Attitude
Examples
Exercises

CREATING A REALITYCHART

Identify Causes
Causal Language
Define Causal Relationships
Evidence
Cause Path Endings
Helpful Hints
Exercises

CREATING A REALITYCHART CONTINUED

Identify Causes
Causal Language
Define Causal Relationships
Evidence
Cause Path Endings
Helpful Hints
Exercises

INTRODUCTORY CONCEPTS

Objectives
Common Problem Types
Causes of Ineffective Problem Solving
The Illusion of a Single Reality
What Effective Problem Solving Looks Like
The Process

MORNING BREAK REFRESHMENTS PROVIDED

LUNCH PROVIDED

AFTERNOON BREAK REFRESHMENTS PROVIDED

5:00 PM

DAY 2

8:00 AM

COMPLETE CREATING A REALITYCHART EXERCISE

MORNING BREAK REFRESHMENTS PROVIDED

IMPLEMENT AND TRACK SOLUTIONS

Effective Communication
Finalize the Report
Implement Solutions
Track Effectiveness

LUNCH PROVIDED

AFTERNOON BREAK REFRESHMENTS PROVIDED

INTRO TO REALITYCHARTING® SOFTWARE

Walk Through Features
Example
Exercise

IDENTIFYING EFFECTIVE SOLUTIONS

Solution Criteria
The Solutions Process
Solution Killers
Helpful Hints
Creative Solutions
Exercises

PUTTING IT ALL TOGETHER

Root Cause Analysis Defined
Effective Problem-Solving Culture
Implementation Plan
Learning Objectives Review

GROUP FACILITATION

Group Exercise
Common Traps
Review

GROUP FACILITATION CONTINUED

Group Exercise
Common Traps
Review

5:00 PM

POST-TRAINING

1. Provide Feedback on the Course
2. Complete and Submit Your Homework Assignment
3. Review Your Trainer's Feedback on Your Homework, Ask Questions, Keep Learning!
4. Receive Certificate

Use Your Trainer as a Resource Continue to send your trainer questions and to receive guidance as needed

Plan the Next Step in Your RCA Development Check out our list of available courses on apollorootcause.com/training