



Master Facilitator training prepares students to lead complex root cause analyses and manage the circumstances surrounding high-profile events.

Challenging incidents such as serious injuries, product recalls and major equipment damage require sophisticated investigation skills. The Master Facilitator curriculum is focused on equipping students to play a central role in their organization's RCA program management team and the investigation of challenging incidents.

In this full day of classroom instruction, students will cover advanced analytical topics and RCA program development best practices. Our experienced instructors will teach facilitators to lead tough investigations, mentor less seasoned facilitators, and implement more strategic RCA programs across their organizations. Students will learn to set program goals, measure KPIs, create RCA thresholds, and monitor performance metrics, including ROI and action tracking systems.

Master Facilitators are both RCA subject-matter experts and program leaders who provide a clear road map for their companies. By applying the Sologic method to difficult problems, they will save time, money and enhance internal productivity.



Empower RCA Teams

- Investigate challenging, complex events and incidents
- Identify systemic causes and prevent high-level problem recurrence
- More effectively harness the principles of cause and effect
- Develop and assess RCA program goals and threshold criteria
- Manage human sensitivities and organizational politics
- Share and leverage knowledge across the organization
- Develop and communicate program success metrics and KPIs
- Establish program roles and responsibilities
- Provide critical review, feedback and mentoring to new Facilitators
- Accelerate your skill proficiency learning curve

The Sologic RCA Method

- Universal, scalable, practical and intuitive for RCA novices and experts alike
- Takes the focus away from non-specific causes, opinion, blame and punishment; shifts the focus to systemic causes, objectivity, collaboration and data
- Enables RCA facilitators and teams to more effectively and efficiently identify true causes and effective solutions
- Informs business decisions and supports achievement of business goals
- Based on extensive feedback from our clients as we work with them to build RCA programs that effectively solve and prevent real-world problems
- Client feedback loop consistently feeds continuous improvement of method and training

Class Details

- One 8-hour day of classroom instruction
- Available as a public or on-site seminar
- Prerequisite: RCA Analyst Level 1 – Facilitator