

Root cause analysis part II

Basic description of course

The second day of this interactive training will focus on the skills of statement writing and the writing of your final report on the incident under investigation.

If staff produce good, structured, complete reports the investigation of an incident becomes a much smoother and efficient process. Effective statement writing makes the information gathering process and the identification of CDPs an easier task for those undertaking the investigation and the provision of a checklist gives staff the confidence to produce excellent, factual statements.

The skill of good report writing will also be taught and tested through case study and feedback. The emphasis of the entire day is on practicality and making recommendations that will be implemented, rather than simply identifying root causes.

Objectives

- Understanding the importance of good statement writing
- Providing staff with a format and checklist to increase confidence and implement structure
- The use of annexes and protocols
- Provision of a model report format and checklists; ensuring consistency and objectivity
- Making practical recommendations and avoiding repetition
- Involving staff and feeding back
- Ensuring lessons are learnt