Event Review (2 pages)

Event Review

An incident happened.

Miscommunication, misunderstanding, and other complex errors were involved. How do you learn from it to prevent similar events in the future?

Simple techniques like the "Five Whys" often fix the blame, but don't fix the problem. Root Cause Analyses (RCAs) are often too complex and expensive. Learning Teams are popular, but have some unique drawbacks, too.

Your best solution may be an **Event Review.**

> *"Your analysis was the most thorough and well-documented of any we have had to date... the interviews were not threatening in any way… we have already implemented some changes to our processes."*
>
> *~ Manager of Electric Transmission System Operations in an electric power utility serving 1+ million customers*

Watch the 3-minute video here

Download the 2-page PDF comparison here

An Event Review is Ideal if:
Your incident / event involved miscommunication, misunderstanding, or other complex human or organizational errors like these:

- A Substation Engineer misunderstood a procedure and accidentally cut power to a business. Result? Two days of chaos that wasted $74,000.
- An Electric System Operator allowed two field teams to work on the same circuit without knowing about each other. Risk? A potential fatality.
- An executive miscommunicated technical specs and accidentally ordered six new custom bucket trucks that were missing an essential feature. Cost? $1,200,000.

Process:
I lead your team of 3-9 leaders and front-line experts through this fast-paced, engaging (and often fascinating) six-step process.

	1) Lead an After Action Review Build trust & share initial info with a process used for 40+ years
	2) Write Target Question Focus on desired end state
	3) Create Timeline & Find Anomalies Reveal the 3-7 most important anomalies to explore
	4) Ask Six Levels of Questions Identify systemic causes & solutions for each anomaly
	5) Distill 3-7 Best Process Improvements Choose the 3-7 highest value process improvements
	6) Share, Apply & Follow Thru Prepare final results, then share, apply & follow through

Event Review

Results:
You get 3-7 practical, high-value, low-cost, low-risk, process improvements to reduce the risk of similar incidents in the future. They include the best ideas I elicit from your team, plus the most practical solutions I've collected while working with 250+ teams like yours in the past 15+ years. For example:

- How I helped a team of 200 technicians reduce errors by 60%
- How to increase Situational Awareness with "Scan & Focus"
- 5 pre-job questions that help identify and avoid errors
- 4 levels of decision-making that experts use
- 3 strategies -- Apply Defenses, Improve Processes, Build Resilience

Also Available as a:
- 60-90 minute keynote or webinar
- Half-day or full day workshop