

Just Culture

CERTIFICATION COURSE

▶ Be Fair. Be Open. Be Just.

866.785.0204

www.justculture.org



April 22-24, 2014

Plano, TX – Legacy Town Center I



Just Culture Certification Course

We at Outcome Engenuity are pleased to offer our Just Culture Certification Course. This course is designed to help organizations achieve better outcomes, pursue sustainable and positive culture change through learning and justice, and to reduce adverse events. This is accomplished by developing in-house expertise in the 5 Skills and the Just Culture Algorithm™. Participants are provided with the tools and knowledge to lead cultural change and build effective socio-technical, justice and learning systems in their organizations.

"This isn't the flavor of the day. It has the potential to save lives and change organizations when put into practice."

Outcome Engenuity's capstone course provides participants with a comprehensive overview of the fundamental elements of the 5 skills for producing better outcomes:



"The inherent philosophy that good people, good practitioners, can and will make mistakes. There is much more value in coaching (in most circumstances) than punishment."

The Just Culture Algorithm is the premier tool used to achieve both justice and accountability across industries worldwide. During the course, participants will gain insight into the history behind the Algorithm, and explore its connections to the Declaration of Independence, the U.S. Constitution, the Model Penal Code and the 'natural' law. We will also examine how this tool integrates the law with key principles of systems engineering, social engineering, and individual human factors. Opportunities are provided throughout the course to apply the learning and explore how organizations can realize consistently better outcomes in support of organizational values.

"Defining core values of life, liberty, and pursuit of happiness provided 'Ah Ha'!"

Just Culture Certification Course

In order to receive full Certification, you will be asked to complete online training, pass a proficiency exam, and participate in a verbal debrief following your exam submission. Upon certification, you will also gain membership into a prestigious community of Champions who have demonstrated in-depth proficiency and competency in the Just Culture Algorithm. Certified Just Culture Champions are valuable internal resources and subject matter specialists in justice and accountability, making them a catalyst for Just Culture change throughout the organization. Access to the Just Culture Community™ provides the Champions with ongoing resources and learning support tools to sustain their personal and professional development, as well as a forum for sharing organizational experiences and Just Culture best practices.

JUST CULTURE CERTIFIED CHAMPIONS



TOGETHER, WE CAN ACHIEVE BETTER OUTCOMES.

Topics Covered in this Course

Part 1

- The Downside of Life — Producing Undesired Outcomes
- Introduction to the Five Skills
- Introduction to the Three Behaviors
- Introduction to the Just Culture Algorithm™
- Life, Liberty and the Pursuit of Happiness
- *Legal Case: Palsgraf v. The Long Island Railroad*
- Imposers and Their Tools

Part 2

- Our Shared Fallibility — Intention and Consequences
- Levels of Culpability — What the Law Can Teach Us
- *Legal Case: United States v. Morissette*
- Reporting v. Justice — Reconciling Competing Values
- Where to Draw the Disciplinary Line
- The Reasonable Person Standard



Topics Covered in this Course

[continued]

Part 3

- The Duty to Save?
- Outcome-Based Duties
- Procedure-Based Duties
- Using the Just Culture Algorithm
- The Duty to Avoid Causing Unjustifiable Risk or Harm

Part 4

- Gaining Proficiency in the Algorithm
- Coaching and Mentoring
- The Big Event
- Other Just Culture Algorithms

Part 5

- Just Culture Algorithm Q&A
- Testing Proficiency In Use of the Just Culture Algorithm
- The Five Skills Revisited — Fitting the Pieces Together
- Matters of Implementation — Lessons Learned



Learning Objectives

On completion of the Just Culture Certification Course, participants will be able to:

- Describe the five skills that lead to producing better outcomes
- Identify the role of an organization's mission and values
- Define the factors of system design and good design strategies
- Describe the principles of managing the three human behaviors
- Describe the legal principles that provide the foundation for Just Culture
- Define the role played by imposers and the tools they use
- Identify the role of 'the reasonable person standard'
- Evaluate the role of the 'natural' law
- Define and contrast outcome-based and procedure-based duties
- Define and describe the three duties and how to identify breaches of those duties
- Demonstrate proficiency using the Just Culture Algorithm through guided practice
- Describe Just Culture implementation strategies and best practice approaches



Course Snapshot

Important Details...

- Days begin at 8 a.m. and conclude at 5 p.m.
 - Attire is business casual.
 - Continental breakfast, lunch, and a light afternoon snack will be provided.
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- Course registration and payment are due prior to **April 5, 2014**.
 - Conference rooms tend to be very cool, hence we encourage you to bring a light sweater or jacket with you to the course.
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- Once you have registered for this course, applicable products containing a course registration code to access your required online training along with access instructions will be shipped to the address you specify. Please refer to 'Certification Course Framework' on page 3 for an overview of course expectations.
 - Please visit our registration table, located outside of the conference room, on Day 1 to obtain your course materials.
 - We will be in touch with additional details closer to the course commencement.
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The Venue: Legacy Town Center I

The course will be held at the Legacy Town Center I
7160 N. Dallas Parkway
Conference Center Suite 135
Plano, TX. 75024

We encourage you to make your reservations at any of the local hotels as soon as possible. We have provided a few recommendation below.

Dallas/Plano Marriott at Legacy Town Center

7121 Bishop Road
Plano, TX 75024
972-473-6444
[Click here to make a reservation online](#)

Aloff Plano

6853 North Dallas Parkway
Plano, TX 75024
214-474-2520
[Click here to make a reservation online](#)

Courtyard Dallas Plano in Legacy Park

6840 North Dallas Parkway
Plano, TX 75024
972-403-0802
[Click here to make a reservation online](#)



Local Information

Places to Visit [\(click on any of the link bullets below\)](#)

- [Weather](#)
- [Visitor Guides](#)
- [Stonebriar Centre Mall](#)
- [Restaurants in the Shops at Legacy](#)
- [Movies at the Angelika Film Center](#)



Travel Arrangements

[DFW Airport Taxi Services](#)

- Phone 866.408.9836
- Estimated cost is \$60 per person (one way); a reservation is **not** required.
- A reduced cost may be available on request for group reservations.

[Super Shuttle](#)

- Phone 800.258.3826 or 800.BLUE VAN
- Estimated cost is \$35 per person (one way); a reservation **is** required.

For those of you traveling by car from DFW International Airport to Plano, Texas, the conference venue is located approximately 30 minutes from DFW International Airport, provided heavy traffic is not present. If you are utilizing rental car services, please note that self-parking at the conference venue is complimentary.