

Just Culture

CERTIFICATION COURSE

▶ Be Fair. Be Open. Be Just.

866.785.0204

www.justculture.org



August 4-6, 2015
Jacksonville, FL

Hosted by: University Health Florida



Just Culture Certification Course

Outcome Engenuity is 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

The Certification Course is divided into three phases to provide the participants with rich and diverse learning experiences. These phases include online training, the Just Culture Certification Course, and a proficiency exam. Each phase builds on the previous learning opportunity and provides the participant with additional knowledge, understanding and application of Just Culture principles. All three phases are required for a participant to be formally recognized as a Just Culture Certified Champion.

Phase 1 - Online Training

Participants establish a foundation-level understanding of Just Culture principles through access to online training that is both self-paced and flexible for the adult learner. These online trainings aren't mandatory; however, in order to get a participant better prepared, we highly recommend completing all of the following training prior to the Just Culture Certification Course.

- Just Culture for Managers -4 to 6 hour Online Course
- Event Investigation -2 to 3 hour online course
- Coaching and Mentoring -2 to 3 hour online course

Phase 2 - Just Culture Certification Course

This training is the facilitator-led classroom component of the course. The course includes presentations, individual and group activities, coursework and homework. The following training products will be provided to each participant:

- Just Culture Certification Course Binder (which includes the facilitator's slide deck)
- Just Culture for Employer Algorithm™ v3.2
- Just Culture for Managers - Workbook
- Event Investigation Toolkit
- Coaching and Mentoring Action Guide
- Just Culture Overview - Booklet

continued...

Just Culture Certification Course

Phase 3 – Certification Proficiency Exam

The Certification Proficiency Exam is mandatory for participants seeking Certification as a Just Culture Champion. The exam is a 50 multiple choice assessment which tests the participant's knowledge and proficiency in Just Culture principles and the use of the Just Culture Algorithm™. A link to the online multiple choice exam will be emailed to participants on the last day of the Certification Course. The exam passing score is 70% and should be submitted online within 60 days of the Certification Course conclusion.

If a participant scores below 70%, he/she will be asked to take a 10-question essay exam to ensure clarity of the concepts covered in class and make certain that he/she is comfortable using the Just Culture Algorithm™ as a practical tool. A link to the essay exam will be emailed to the participant shortly after he/she submits the initial exam. The essay exam will be graded by an Oe Advisor who will follow up with him/her to determine if a further step is necessary in order to become certified.

Please know that regardless of your final score, you may schedule a phone call with an Oe advisor to discuss any question you may have. To schedule a call, please send an email request to support@outcome-eng.com or call 214-778-2036.

Upon completion of the steps you will be considered certified, becoming a Just Culture Champion. You will then receive access to the Just Culture Champions Forum. This provides 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. You will also receive a personalized crystal "Just Culture Certification" plaque in the mail to commemorate your achievement.

Course Agenda

Day 1 (8am-5pm)

- The Downside of Life — Producing Undesired Outcomes
- Introduction to the Five Skills
- Life, Liberty and the Pursuit of Happiness
- Life, Liberty and the Pursuit of Happiness
- Our Shared Fallibility – Intention and Consequences
- Lunch (12pm – 1pm)
- Introduction to the Three Behaviors
- Legal Case: Palsgraf v. The Long Island Railroad
- Levels of Culpability – What the Law Can Teach Us
- Where to Draw the Disciplinary Line?
- Legal Case: U.S. v. Morissette

Day 2 (8am-5pm)

- Imposers and their Tools
- Outcome-Based Duties
- Procedure-Based Duties
- Risk-Based Duties
- Lunch (12pm-1pm)
- Learning Systems – Event Investigations and Causal Mapping
- Coaching and Mentoring
- The Reasonable Person Standard
- The Duty to Save
- Introduction to the Just Culture Algorithm™ Homework Practice Exercises

Day 2 continued

- The Reasonable Person Standard
- The Duty to Save
- Introduction to the Just Culture Algorithm™ Homework Practice Exercises

Day 3 (8am-4pm)

- Classroom Practice in the Just Culture Algorithm™
- Lunch (12pm-1pm)
- Just Culture Algorithm Q&A
- The Big Healthcare Event
- The Five Skills Revisited – Fitting the Pieces Together
- Just Culture Integration Planning
- The Path Forward



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 1 and 2 begin at 8 a.m. and conclude at 5 p.m.
 - Day 3 begins at 8 a.m. and concludes at 4 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 **July 31, 2015**.
 - 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 a registration code to access your required online training along with access instructions will be emailed to the email address used during the registration process. 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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Hosted By: University Health Florida

**Charter Theater
580 West 8th Street
The Towers, 2nd floor
Jacksonville, FL 32209**

Register Now

ACCOMMODATIONS

[Crowne Plaza : Jacksonville Airport/I-95N](#)

14670 Duval Road

Jacksonville, FL 32218

1 877 269 5199 (Reservations)

1-904-7414404 (Front Desk)

[Holiday Inn Express & Suites : Jacksonville Airport](#)

1200 Airport Road

Jacksonville, FL 32218

1 877 269 5199 (Reservations)

1-904-4215000 (Front Desk)