

Just Culture Certification Course

OUTCOME ENGENUITY

austro
CONTROL

29-30 January 2019 | VIENNA, AUSTRIA

We struggle in today's world to hold people accountable in a fair and just manner when things don't go as planned. Nowhere is this more evident than in high consequence industries like healthcare or Aviation. We all want accountability, but what does that look like when any mistake, any choice, could have devastating outcomes?

Outcome Engenuity's Just Culture Certification Course explores this very question and changes how industry leaders view the concept of justice. Synthesizing research from systems engineering, human factors, and the law, this course empowers leaders to make a difference.

Leaders make an immediate impact upon returning to their organizations to improve investigations, reducing adverse events, and fostering a culture of curiosity, shared learning, and accountability.

Join Outcome Engenuity as we explore the core concepts that will become the foundation for your Just Culture. Become an expert in the Just Culture Tool™ – the tool that brings these ideas to life within your organization.

Learning Objectives

- 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 core 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'
- Define and contrast outcome-based and procedure-based duties
- Define and describe the three duties and identify breaches of those duties
- Demonstrate proficiency using the Just Culture Tool™ through guided practice
- Describe Just Culture implementation strategies

COURSE LOCATION AND MAP

Austro Control GmbH
Wagramer Straße 19
1220 Vienna, Austria



MAP & DIRECTIONS

€1,195

per attendee

(Includes breakfast, lunch and coffee breaks)

REGISTER NOW

www.outcome-eng.com

Agenda & Course Details

WHO SHOULD ATTEND:

- Chief Executive Officers
- Chief Operating Officers
- Safety Leaders, Investigators & Auditors
- Safety/Just Culture Focal Points
- Human Factors Leaders
- Human Resources Leaders
- Security officers
- Risk Management & Quality Experts
- Information Security Experts
- Other Departmental Leaders

WHY SHOULD YOU BE CERTIFIED:

- Through the Just Culture Proficiency Exam, you will become the subject matter expert in your organisation
- Gain access to managerial tools such as the Just Culture Academy and the Just Culture Assessment Tool
- Provide your customers and employees with a safer environment, while minimizing adverse events and increase reporting rates
- Reduce recovery expenses from preventable errors
- Comply with regulatory requirements

AGENDA

Day 1

- 08:00 – 08:30 Registration and Light Breakfast
- 08:30 – 10:00 Introduction to Just Culture
- 10:00 – 10:15 Morning Break
- 10:15 – 11:00 Human Choice
- 11:00 – 12:00 Designing for Humans in Systems
- 12:00 – 13:00 Lunch
- 13:00 – 14:00 Learning Systems
- 14:00 – 15:00 Three Behaviors
- 15:00 – 15:15 Afternoon Break
- 15:15 – 16:00 The Three Core Duties
- 16:00 – 17:00 The Just Culture Tool

Day 2

- 08:00 – 08:30 Light Breakfast
- 08:30 – 09:30 Repetitive Behaviors
- 09:30 – 09:45 Morning Break
- 09:45 – 12:00 Just Culture Tool Practice
- 12:00 – 13:00 Lunch
- 13:00 – 14:00 Big Event
- 14:00 – 15:00 The Just Culture Assessment Tool
- 15:00 – 15:15 Afternoon Break
- 15:15 – 16:15 Just Culture Implementation Steps
- 16:15 – 17:00 Just Culture Implementation Discussion

CONTACT

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SPEAKER

This two-day Just Culture Certification Course will be co-taught by an Outcome Engenuity Advisor and its partner Austro Control.

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