Just Culture

WORKPLACE ACCOUNTABILITY
CERTIFICATION COURSE

Send us your leaders. In three days we’ll send you culture changing champions.

WHO SHOULD ATTEND?
Individuals interested in the Just Culture Model to improve leadership effectiveness.

- Chief Operating Officers
- Chief Medical Officers
- Chief Human Resources Officers
- Quality Management Executives
- Leaders from operations, Safety/Risk/Quality and HR.

August 9–11
Clearwater, FL

hosted by
BayCare
Outcome Engenuity is pleased to offer our Workplace Accountability (formerly 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. We take an in-depth look at specific accountabilities of all levels of staff and leadership, the nature of duties owed by organizations to their staff and clients, regulators, investors and other organizational influences.

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.

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.

On completion of the Workplace Accountability 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

Aaron Haskins, Advisor

Aaron has worked with organizations from a wide variety of industries to achieve better outcomes through the application of Just Culture and model-based risk management. He has almost a decade of leadership experience in high-risk environments, earning accolades for his successful team building and organizational management skills. Aaron has a background in both engineering and economics, which he uses to apply behavioral economics principles to improve outcomes in complex systems.
PHASES OF TRAINING

The Certification Course is divided into three phases to provide the participants with rich and diverse learning experiences. These phases include online training, the Workplace Accountability 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 Workplace Accountability 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.

Throughout the course we will explore concepts and develop supporting skills in the following areas:

- Just Culture for Managers - 2 to 3 hour Online Course
- Event Investigation - 1 to 2 hour online course
- Coaching and Mentoring - 1 to 2 hour online course
- The relationship between learning systems and justice

PHASE 2 – JUST CULTURE WORKPLACE ACCOUNTABILITY 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:

- Workplace Accountability 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

PHASE 3 – PROFICIENCY EXAM

The Certification Proficiency Exam is mandatory for participants seeking Certification as a Workplace Accountability Champion. The exam is a 50 question multiple choice assessment which tests the participant’s knowledge and proficiency in Workplace Accountability principles and the use of the Just Culture Algorithm™. A link to the online multiple choice exam will be emailed to participants (via the email provided at registration) on the last day of the Certification Course. The exam should be submitted online within 60 days of the Certification Course conclusion. The passing score is 80%.

If a participant scores below 80%, he/she will be sent a link within 7–10 days of his/her original test completion to retake the proficiency exam.

Please feel free to reach out to us at any time; we are here to support you.
To contact us, please email to support@outcome-eng.com or call 952-283-0450.

Upon completion of these steps you will be considered certified, becoming a Workplace Accountability Champion. You will then receive access to the Champions Linkedin Group. The Champions Linkedin was created for you to network with other champions. Share your experiences and best practices on improving your organization’s culture, investigating an event, building a causal diagram map, designing reliable systems to achieve highly reliable outcomes, and much more.
AGENDA

DAY 1 (8 AM - 5 PM)
• 8:00 a.m.-12:00 p.m.
  Introduction to Just Culture
• 12:00 p.m.-1:00 p.m. Lunch
• 1:00 p.m.-2:30 p.m.
  Skill #1: Aligning Values and Expectations
• 2:30 p.m.-3:30 p.m.
  Skill #2: Designing Better Systems
• 3:30 p.m.-5:00 p.m.
  Skill #3: Making Better Behavioral Choices

DAY 2 (8 AM - 5 PM)
• 8:00 a.m.-9:30 a.m.
  Skill #3: Making Better Behavioral Choices (cont.)
• 9:30 a.m.-12:00 p.m.
  Skill #4: Learning to Systematically Learn
• 12:00 p.m.-1:00 p.m. Lunch
• 1:00 p.m.-5:00 p.m.
  Skill #5: Finding Justice

DAY 3 (8 AM - 4 PM)
• 8:00 a.m.-12:00 p.m.
  Skill #5: Finding Justice
• 12:00 p.m.-1:00 p.m. Lunch
• 1:00 p.m.-3:00 p.m.
  The Big Event
• 3:00 p.m.-4:00 p.m.
  Just Culture Integration—The Road Ahead (optional)

DATE AND TIME
Wednesday - Friday
August 9-11, 2017
8am- 5pm*
*(Friday’s class ends at 4pm)

LOCATION
BayCare Health System, Inc.
2985 Drew Street
Clearwater, FL 33759
MAP & DIRECTIONS

$3,200/attendee
REGISTER NOW

CONTACT US:  Client Relations
email: clientrelations@outcome-eng.com | direct: 952-283-0450 ext. 2  |  toll free: 866-785-0204

NEARBY ACCOMMODATIONS

FAIRFIELD INN & SUITES CLEARWATER
3070 Gulf to Bay Boulevard
Clearwater, Florida 33759
Approximately $149/night
0.7 miles from Course location
MAP & DIRECTIONS

HOLIDAY INN EXPRESS & SUITES
CLEARWATER / US 19N
2580 Gulf to Bay Blvd.
Clearwater, FL 33765
Approximately $119/night
1.7 miles from Course Location
MAP & DIRECTIONS

HAMPTON INN CLEARWATER-CENTRAL
21030 US Highway 19 North
Clearwater, Florida, 33765
Approximately $114/night
1.5 miles from Course location
MAP & DIRECTIONS

Shuttle between hotel and Certification Course venue is not pre-arranged. Please contact your hotel of choice to inquire whether they offer shuttle.