



Corrective Action Program (CAP) Training New Leader Boot Camp

Learn from instructors with extensive real-life experience across multiple industries the leadership skills and behaviors that ensure organizations effectively solve problems and learn from failures. The New Leader CAP Boot Camp is an interactive seminar with four (4) two-hour virtual training sessions over a two-week period that emphasizes leadership behaviors required to effectively find and fix problems in the organization.

Students participate in virtual classroom instruction and peer discussions, followed up with homework exercises and assignments that apply fundamental CAP and Cause Analysis principles to common situations experienced by leaders in high hazard industries such as power generation, transmission and distribution, or other industrial environments

The training is completed remotely using a virtual platform, which allows leaders from multiple organizations to interact, establish relationships, and benchmark.

Benefits:

- Improved performance by enhancing leader's ability to promote organizational learning from equipment, human performance, program, and organizational failures
- Cost avoidance and improved organizational resilience by providing leaders with behaviors, tools, and practices to encourage identification of problems and learning from failures before they become consequential

Who Should Attend:

- New Leaders from Executive to Supervisor Level
- Leaders who want to provide their organizations with the tools and behaviors to learn from failures and avoid costs associated with poor performance and consequential events
- Quality Assurance and Oversight personnel



Class Description:

Session 1: Championing Effective CAP and Causal Analysis:

- Cycles of Performance and the role of CAP in achieving and sustaining performance
- Essential factors that affect effective CAP implementation
- Effective CAP Performance:
 - Issue identification
 - Classification and Level of Effort (CAP as a risk management process)
 - Leader behaviors that support effective performance
- Cause Analysis Process
 - Standards/Attributes of excellent cause analysis
 - Timeline and schedule
 - Leader behaviors that support effective cause analysis

Student Homework: Classification Exercise

Causal Product Review (Preparation for Session 2)

Session 2: Understanding and Overseeing High Quality Causal Analyses:

- Process overview with emphasis on where leaders can best influence cause analysis teams and individuals conducting causal analysis. This include discussions on:
 - Problem statement development and importance to effective problem solving
 - Extent of condition to determine risk and the importance of interim actions as a mitigation for identified risks
 - Overview of analysis tools and logic considerations
 - Equipment Failure Evaluation Basics (Prevent-Detect-Correct Model)
 - Depth of analysis considerations
 - Attributes of effective cause statements
 - Extent of Cause
- Line of Sight

Student Homework: Problem Statement and Extent of Condition Exercise

Causal Product Review (Preparation for Session 3)



Session 3: Approaches for Solving Human Performance, Organizational, and Programmatic Problems

- Fundamental organizational concepts and principles
- The Blame Cycle
- Relationship of Behavior and Performance
- Error Precursors and Error Modes
- Perspectives when evaluating human performance errors and violations
- The role of the organization in the reduction of errors and ensuring effective human performance
- Identifying programmatic and organizational issues that lead to human performance errors

Student Homework: O&P Checklist Exercise

Causal Product Review (Preparation for Session 4)

Session 4: Corrective Actions and Effectiveness

- Fundamental Concepts of Corrective Actions
 - Effectiveness considerations
 - Writing Effective Corrective Actions
 - Corrective Action Sustainability
 - Changing behaviors
- Determining corrective action effectiveness
- Ensuring the completeness of corrective action and CR Closures
- Indicators of CAP Effectiveness
- Warning Flags of declining performance
- Call to action – what to do differently starting today