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PHOENIX TS

Developing a High Reliability Organization

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Course Overview

This 1-day, instructor-led course covers the five principles that govern high-reliability organizations. This training will address:

- Preoccupation with failure
- Resistance to simplification
- Sensitivity to operations
- Commitment to resilience
- Deference to expertise

Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

Course Outline

[expandable content]

What is a High Reliability Organization?

- High reliability organizations
- Links in the chain
- HRO principles

Key Concepts

- Expectations
- Normalization
- Mindfulness
- The Deepwater Horizon Disaster

The Anticipation Principles

- The Three Anticipation Principles
- Preoccupation with failure
- Case study
- Simplification and categorization
- Case study
- Sensitivity to operations
- Case study

The Containment Principles

- The two Containment Principles
- Commitment to resilience
- Deference to expertise

Auditing for High Reliability

- Auditing techniques
- Readiness assessments
- Churchill's four questions
- Making connections
- The auditing scale

Test Driving

- Case studies
- Debrief

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Starting at **\$1,095**

ATTENTION

For GSA pricing or Contractor quotes call
301-258-8200 - Option 4

GSA



Price Match Guarantee

We'll match any competitor's price quote. Call 301-258-8200 Option 4.

Included in this **Developing a High Reliability Organization**

- 1 days instructor-led training
- Developing a High Reliability Organization training book
- Notepad, pen and highlighter
- Variety of bagels, fruits, doughnuts and cereal available at the start of class*
- Tea, coffee and soda available throughout the day*
- Freshly baked cookies every afternoon*