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PHOENIX TS

# Developing a High Reliability Organization

## 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

## Course Outline

### 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



# PhoenixTS

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- 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

Starting at **\$1,095**

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## 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\*