

INCIDENT MAPPING

A 2-DAY SESSION DURING WHICH YOU WILL LEARN TO USE A SERIES OF KT'S SYSTEMATIC PROCESSES TO UNDERSTANDING THE CAUSES OF COMPLEX INCIDENTS AND PREVENT FUTURE OCCURRENCES.

- **Prepare for Incident Mapping:** ensure appropriate involvement and prepare participants for the Incident Mapping process
- **Describe the Incident:** summarize high-level incident information to ensure a focused effort
- **Map Incident Causes:** uncover the chain of causes that led to the event. Look for and record each to form a causal chain
- **Identify Circumstances:** uncover conditions that influenced the cause or effects of a problem
- **Identify Breached Barriers:** look at elements that should have, but did not keep a problem from happening
- **Identify Issue Owner(s):** record ownership for addressing critical issues in the causal chain
- **Perform Root Cause Analysis:** use KT's Problem Analysis to find cause so that action can be taken to prevent future occurrences
- **Develop and Select Solutions:** use KT's Decision Analysis to select solutions with the greatest likelihood preventing future occurrences
- **Protect and Recommend Actions for Implementation:** use KT's Potential Problem Analysis to strengthen recommendations, then present them to decision-makers

KT's Problem Solving and Decision Making processes: *integrated approaches for dealing with complex issues in rapid, repeatable ways.*

- **Situation Appraisal:** break down any situation into specific components, and determine who will do what, and by when
- **Problem Analysis:** a structured way to quickly find the cause when things are not working as they should
- **Decision Analysis:** understand how needed benefits will influence your choice, see how well various options meet your needs, and ensure that your choice can stand the test of time
- **Potential Problem Analysis:** consider what might go wrong with future actions, identify ways to keep bad things from happening, and/or minimize damage

Manage Involvement: *determine who needs to be involved and how throughout incident mapping*

- Define the situation needing involvement to avoid wasted time or effort
- Assess key variables related to information, commitment, participation, and conflict to identify the appropriate level of involvement
- Choose the most appropriate level of involvement based on what you've uncovered
- Consider techniques for addressing conflict and building consensus
- Learn about setting and maintaining boundaries for involvement and participation

Additional topics:

- Questioning skills and techniques
- Investigation techniques
- KT's Managing Involvement
- Pitfalls for each step, and how to overcome them