Cause Mapping
Certified Facilitator

Become A Cause Mapping Certified Facilitator

Take your Cause Mapping skills to the next level. Our Cause Mapping Facilitator Certification program can give anyone the confidence and proficiency necessary to lead complex high-risk incident investigations. Regardless of your industry, effective problem solving is a skill that is in high demand. Gain the skills that allow you to reveal more effective solutions to problems within your organization. As a champion of the Cause Mapping approach, you will become a valuable resource providing expertise, investigation support, and RCA program guidance within your organization. And like it or not, you will also be looked upon as an Excel Cause Mapping wizard!

What Is The Cause Mapping Certification Program?

Our Cause Mapping Facilitator Certification program was created in response to a need for a standard in leading complex incident investigations. It provides the skills and training for individuals with knowledge of Cause Mapping looking to become experts for solving real-world problems. However, like any other skill, proficiency comes with practice, application, and mentoring. Cause Mapping Certification fills that void. It is a "hands-on" program designed to develop expertise in facilitating and investigating problems using the Cause Mapping method. Applicants are put through the same standards that we would require from a ThinkReliability consultant.

Who Is The Ideal Candidate?

We are often asked, "Who is the ideal candidate?" Here are some essential characteristics for someone considering the Cause Mapping Facilitator Certification Program. If you find that you (or your employee) has most of these characteristics, they are likely a good fit.

- ✓ They like problem solving.
- ✓ They are naturally inquisitive.
- ✓ They are detail oriented.
- ✓ They work well with people.
- ✓ They listen.
- ✓ They strive to understand your organization's work processes.
- ✓ They are interested in Excel drawing tools.
- ✓ They are organized.
- ✓ They have an open mind.
- ✓ They do not have to be a subject matter expert.

How does it work?

Upon acceptance, you will be enrolled in an online Cause Mapping + Documentation Workshop to improve your skills in problem solving, incident investigation, root cause analysis and risk mitigation.

You will be assigned a specific ThinkReliability Instructor who will work one-on-one as a coach, Instructor, and mentor to help you achieve the four components required for certification.

All of the sessions with your Instructor are hosted one-on-one via an online meeting platform and scheduled at a times agreed upon by both Candidate and Instructor.

The sessions may consist of methodology review, demonstration and practice of Excel tips and tricks, and incident coaching and feedback.

On the next page discover more details for how the program works, prerequisites, and timeframe for completion.

Next Steps

Complete the quote request form identifying your interest in the Cause Mapping Certified Facilitator Program. A quote will be emailed to you providing more information on cost, specific requirements, and a copy of the application form.

You can also call us at 281-412-7766 and we can answer your questions as well as send you the information you need to get started.

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How does it work?

Cause Mapping Facilitator Certification requires a strong commitment and considerable time investment from the potential candidate. First, the applicant must be accepted into the Certification Program by meeting all prerequisites. Due to the commitment and work necessary to achieve certification, we have identified strict criteria for an applicant to be accepted.

Application

Complete the Certification application form (see prerequisites). If accepted, you will be assigned a specific ThinkReliability Instructor who will work one-on-one as a coach, instructor, and mentor.

Online Cause Mapping + Documentation Workshop

Attend the workshop to improve your skills in problem solving, incident investigation, root cause analysis and risk mitigation.

Level 1 Cause Mapping Facilitator Certification

- ✓ Basic Cause Mapping Concepts and Excel skills
- ✓ Application through example investigations

Level 2 Cause Mapping Facilitator Certification

Builds upon Level 1 skills through real-world practice and application to demonstrate the four components necessary for certification to lead complex incident investigations.

Four Components:

Methodology	Application
Demonstrate knowledge of Cause Mapping concepts, facilitation approach, and strategies via the Cause Mapping methodology assessment. ✓ Methodology Assessment	Apply the knowledge to "real-world" problem investigations from your organization. Incidents are graded and must meet a defined criteria to qualify towards certification. ✓ Case Studies
Documentation Skills	**Presentation**
Demonstrate your Excel documentation proficiency. Live assessment used to validate mastery and efficiency using the template. ✓ Documentation Assessment	Demonstrate the ability to prepare and present investigation results to management and handle questions. ✓ Management Presentation

Prerequisites:

- ✓ Complete the Certification application form
- ✓ Provide an example Cause Map that you have worked
- ✓ Obtain a signed agreement letter from company management outlining expectations
- ✓ Provide a signed non-disclosure agreement for ThinkReliability to participate on client-specific incidents (if applicable)

Timeframe

Once accepted, you have 6 months to complete the requirements for certification.

Recertification

Your certification is valid for two (2) years.

To maintain proficiency, keep skills current, and reconnect with your ThinkReliability Instructor on new information and insights, you may recertify every two (2) years.

Recertification requirements:
- ✓ Review updates to Cause Mapping material (tools being used, updates to the Cause Mapping Template, etc.)
- ✓ Review ThinkReliability lessons learned on investigations
- ✓ Review of candidate's investigations with ThinkReliability Instructor
- ✓ Recertification is valid for two (2) years

Want to know more about the certification process?

Check out the Detailed Certification Process Map

Cause Mapping®
Certified Facilitator
Certification Process

Application Criteria & Prerequisites
- ✓ Obtain Management Approval
- ✓ Completed Application
- ✓ Example Cause Map that you have worked
- ✓ Signed non-disclosure agreement

Kickoff Meeting
- ✓ Introductions
- ✓ Certification Program Review
- ✓ Study Materials Provided

All meetings with your Instructor are conducted remotely via a screen sharing application.

Level 1 Cause Mapping Facilitator Certification
- ✓ Basic Cause Mapping Concepts
- ✓ Application through example investigations
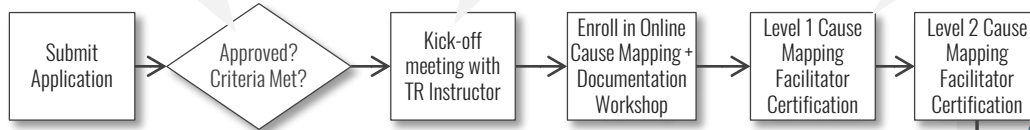- ✓ Basic Excel skills

Recertification
Your certification is valid for two (2) years.

To maintain proficiency, keep skills current, and reconnect with your ThinkReliability Instructor on new information and insights, you may recertify every two (2) years.

Recertification includes:
- ✓ Review updates to Cause Mapping material
- ✓ Review ThinkReliability lessons learned on investigations
- ✓ Review of candidate's investigations with ThinkReliability Instructor
- ✓ Recertification is valid for two (2) years

Flowchart: Submit Application → Approved? Criteria Met? → Kick-off meeting with TR Instructor → Enroll in Online Cause Mapping + Documentation Workshop → Level 1 Cause Mapping Facilitator Certification → Level 2 Cause Mapping Facilitator Certification

Cause Mapping Assessment
The Cause Mapping methodology assessment is used to validate the candidate's understanding and ability to apply important facilitation and documentation concepts.

Coaching – an iterative process
As you work through an investigation, you will be encouraged to share and work with your instructor as it is conducted. One of the most valuable components of this program is the coaching and instruction provided as you run into the unique challenges you encounter with each investigation.

Documentation Skills Assessment
This is an assessment that will test your ability to quickly capture an investigation using the Cause Mapping template in Excel.

Case Study Evaluation
Each investigation when formally submitted will be evaluated on a point system to assess for quality of the investigation while also accounting for the complexity of the incident investigated. To meet the point total requirement, candidates typically must submit 3-5 investigations.

Management Presentation
Presenting a completed investigation to management is the final requirement for certification. This teaches the skills needed to build a presentation file at different levels of detail.

Level 2 Cause Mapping Facilitator Certification

Methodology
Study Cause Mapping Materials → Cause Mapping Methodology Assessment

Application – Case Studies
Begin Problem Investigation within organization → Receive Coaching and Feedback from TR Instructor → Formal submission - Evaluated by TR Instructor

Presentation
Present one Investigation to Management → Receive Certification (plaque)

Documentation
Practice Excel Skills → Excel Documentation Skills Assessment

ThinkReliability