



Incident Investigation & Root Cause Analysis Training Course



AGILE LEADERS
Training Center

22 - 26 Feb 2027

عمان



Incident Investigation & Root Cause Analysis Training Course

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Course Overview:

The Incident Investigation & Root Cause Analysis Training Course equips professionals with the tools and techniques necessary to conduct thorough workplace incident investigations and identify root causes effectively. Designed with compliance-based incident training in mind, this course integrates advanced root cause mapping techniques, hazard analysis, and investigation strategies aligned with industry best practices from the Root Cause Map Guidance. Participants will learn how to conduct structured and effective root cause analyses, leveraging proven RCA tools to mitigate risk, enhance safety, and reduce recurrence of incidents across various industries. Whether dealing with equipment failure, human error, or environmental factors, this hands-on course empowers safety professionals, managers, and HSE leaders to build a proactive safety culture. By incorporating accident prevention strategies, workplace safety protocols, and risk-based problem-solving, the course ensures every participant is ready to apply these skills immediately upon returning to their workplace.

Target Audience:

- HSE Managers and Officers
- Operations Supervisors
- Safety Engineers
- Risk and Compliance Managers
- Maintenance Supervisors
- Industrial Engineers
- Project Managers
- Team Leaders and Quality Assurance Officers

Targeted Organizational Departments:

- Health, Safety and Environment HSE
- Risk Management and Compliance
- Operations and Production
- Engineering and Maintenance
- Quality Assurance
- Human Resources

Targeted Industries:

- Oil and Gas
- Manufacturing
- Construction
- Transportation and Logistics
- Utilities and Energy
- Pharmaceuticals
- Mining
- Food and Beverage

Course Offerings:

By the end of this course, participants will be able to:

- Conduct structured incident investigations using advanced reporting methods
 - Apply root cause analysis tools and mapping techniques
- Identify and mitigate hazards and human factors contributing to incidents
 - Develop and implement corrective and preventive actions
- Strengthen compliance-based reporting and analysis processes
- Promote a safety culture through effective communication and accountability
- Reduce risks and recurrence using risk-based problem-solving techniques
- Align investigations with ISO, OSHA, and industry-specific standards

Training Methodology:

This course adopts a practical, interactive approach using real-world case studies, group discussions, and collaborative problem-solving workshops. Participants will engage in hands-on simulations that mirror actual workplace incidents. Each session includes feedback loops, team-based scenario analysis, and interactive mapping using Root Cause Map Guidance. The training emphasizes active participation, with activities designed to reinforce RCA tools, incident prevention strategies, and post-incident analysis techniques. Learning methods include:

- Root Cause Mapping Exercises
- Video-Based Scenarios and Case Studies
- Structured Feedback and Coaching
- Quizzes and Real-Time Assessments

Course Toolbox:

- Root Cause Map templates examples only
- Digital checklists for incident response
- Interactive RCA software demos
- Sample investigation reports
- Worksheets for cause mapping and risk prioritization
- Access to post-course resource hub



Course Toolbox:

Day 1: Fundamentals of Incident Investigation

- Understanding the nature and types of workplace incidents Topic 1: •
- Roles and responsibilities in incident investigation Topic 2: •
- Overview of incident investigation standards and regulatory expectations Topic 3: •
- Initiating the investigation: notification, preservation, and team selection Topic 4: •
- Evidence collection and witness interview techniques Topic 5: •
- Event timeline development and initial hypothesis building Topic 6: •
- Key steps in launching structured and compliant investigations Reflection & Review: •

Day 2: Root Cause Analysis and the Root Cause Map

- Introduction to root cause analysis methods and principles Topic 1: •
- Understanding the structure of the Root Cause Map Topic 2: •
- Using RCA tools: 5 Whys, Fishbone, and Fault Tree Analysis Topic 3: •
- Mapping human factors, equipment, and environmental causes Topic 4: •
- Distinguishing between immediate, contributing, and root causes Topic 5: •
- Using the Root Cause Map to identify systematic breakdowns Root_Cause_Map_Guidance□ Topic 6: •
- Case-based practice on navigating the Root Cause Map Reflection & Review: •

Day 3: Administrative, Procedural, and Systemic Factors

- Administrative/management system failures and problem identification Root_Cause_Map_Guidance□ Topic 1: •
- Audits, reporting systems, and learning from failed implementations Root_Cause_Map_Guidance□ Topic 2: •
- Breakdown in training, supervision, and procedural adequacy Topic 3: •
- SPACs: standards, policies, and administrative controls Root_Cause_Map_Guidance□ Topic 4: •
- Organizational culture, communication gaps, and shift handoffs Root_Cause_Map_Guidance□ Topic 5: •
- Using cause categories to classify administrative root causes Topic 6: •
- Root cause tracing from organizational system failure Reflection & Review: •

Day 4: Maintenance, Human Error, and Corrective Actions

- Troubleshooting and failure diagnostics errors Root_Cause_Map_Guidance□ Topic 1: •
- Predictive vs corrective maintenance and implementation gaps Root_Cause_Map_Guidance□ Topic 2: •
- Personnel error vs system design flaws - identifying human root causes Topic 3: •
- Ineffective corrective actions and why problems recur Root_Cause_Map_Guidance□ Topic 4: •
- Building sustainable corrective and preventive action CAPA plans Topic 5: •
- Risk-based prioritization of corrective actions and follow-up audits Topic 6: •
- Lessons learned from recurring failures and action tracking Reflection & Review: •

Day 5: Final Mapping, Audit, and Safety Culture Integration

- Performing root cause audits and verifying effectiveness Topic 1: •
- Building dashboards to trend and monitor root causes Topic 2: •
- Embedding RCA into quality, safety, and compliance systems Topic 3: •
- Facilitating team-based RCA workshops across departments Topic 4: •
- Developing RCA reporting standards for regulatory compliance Topic 5: •
- Integrating RCA into continuous improvement and safety culture programs Topic 6: •
- Group presentations on full-case incident analysis and root cause mapping Reflection & Review: •

FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

No formal prerequisites are required. However, a basic understanding of safety procedures, quality systems, or operational processes is helpful.

How long is each day's session, and is there a total number of hours required for the entire course?

Each day's session is generally structured to last around 4-5 hours, with breaks and interactive activities included. The total course duration spans five days, approximately 20-25 hours of instruction.

What's the difference between a root cause and a contributing cause?

As detailed in the Root Cause Map Guidance, a root cause is the fundamental reason for an incident, whereas a contributing cause is a condition or action that adds to the incident but is not the primary origin.

How This Course is Different from Other Incident Investigation Courses:

Unlike general safety training, this course is deeply anchored in real-world applications of root cause analysis for HSE professionals and is built around the Root Cause Map Guidance, a recognized standard in many high-risk industries. It focuses on effective RCA methodologies that go beyond surface-level fixes, providing the structure and confidence to uncover deep, systemic issues. The integration of tools like fault trees, cause mapping, and structured investigation protocols ensures that participants walk away with risk-based problem-solving skills that are immediately applicable. Moreover, the course promotes cross-departmental collaboration between safety, operations, engineering, and compliance, helping to embed a robust safety culture and reduce future incidents across the organization.



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الهائية



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الرشيقية



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أمستردام - هولندا



أنقرة - تركيا



أثينا - اليونان



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الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



باريس - فرنسا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



براغ - جمهورية التشيك



بانكوك - تايلاند



بالي - جمهورية إندونيسيا



باكو - أذربيجان

مدن التدريب



جاكرتا - جمهورية اندونيسيا



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روما - ايطاليا



دبي - الامارات العربية المتحدة



جوهانسبرغ - جنوب افريقيا



جنيف - سويسرا



شرم الشيخ - مصر



سيول - كوريا الجنوبية



سان دييغو - الولايات المتحدة
الامريكية



زنجار - تنزانيا



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شيكاغو - الولايات المتحدة
الامريكية

مدن التدريب



كوالالمبور - ماليزيا



فيينا - النمسا



عن بعد - منصة زووم



عمان - المملكة الأردنية الهاشمية



ماربيا - اسبانيا



لندن - المملكة المتحدة



لانكاوي - ماليزيا



كيب تاون - جنوب إفريقيا



ميلان - إيطاليا



مونترنو - سويسرا



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مدريد - إسبانيا



نيس - فرنسا



نيروبي - كينيا



ميونخ - ألمانيا

WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



AGILE LEADERS
Training Center

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