

C. Robert Nelms

From: C. Robert Nelms [bobnelms@failsafe-network.com]
Sent: Thursday, March 19, 2009 9:14 AM
To: bobnelms@failsafe-network.com
Subject: News from Failsafe Network, Inc.

December 2008, Volume 12

Failsafe Netletter

You're doing just fine? **Who says?**



The Latent Cause Experience: Upcoming Classes

1. December 8-11: Anchorage, AK
2. February 23-26: near Borger, TX
3. March 3-6: Humberstone, England
4. March 23-26: Anchorage, AK
5. April 6-9: Tulsa, OK
6. Sept 28 to Oct 1: Anchorage, AK

Dear C. Robert,



You're doing just fine? Who says?

In Failsafe's last Netletter, I explained that a **Latent Cause Analysis** would be performed on the **affiliation** between Failsafe and 5 independent consultants in an attempt to understand **why** Failsafe's clients were not using them more often. The analysis has been completed, and

I HAVE BEEN SHOCKED!

7. December 7-10:
Anchorage, AK

As more 2009 classes are scheduled, they'll be added to the website.

[Email me to either enroll in, or host one of these classes.](#)

The Principal Investigator Experience: Upcoming Classes

1. December 10-11:
Anchorage, AK

As more 2009 classes are scheduled, they'll be added to the website.

[Email mail me to either enroll in, or host one of these classes.](#)

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A **gross discrepancy** exists between the perceptions of people driving the LCA efforts within their business, and the remainder of their work forces.

According to almost all attendees of Failsafe's LCA training sessions, the state of *learning from things that go wrong* is chaotic and frustrating within their organizations. They are **exasperated** at the apparent lack of organization, and wonder:

Why has our company hired you to train us if they are not willing to let us do what you're training us to do?

After having gathered a lot of evidence, we think we know some of the answers to this question. The answers are disturbing, and have posed me with the following dilemma:

Should Failsafe continue to train people in methods they are not being allowed to use, perpetuating the problem for the typical seminar attendee (but nicely lining Failsafe's pocketbook)?

or

Should Failsafe take a stand and try to do something about a growing problem?

Failsafe will take a stand.

Before Failsafe does anything too drastic, however, we need to validate some of our conclusions. You see, we had a "**stakeholder meeting**," as required in ROOTS process, but **no client-stakeholders came!** (Interesting!)

Our conclusions, therefore, might be biased.

Therefore, please read a summary of our conclusions on the following link:

[Latent Cause Analysis Preliminary Conclusions](#)

After reading this brief information, please take a short poll to tell us whether or not we've reached the right conclusions.

[Poll](#)

As you will see, poll results are immediately viewable.

Thank you for your help, and remember Failsafe's motto:

Helping You Learn from Things that Go Wrong, without Hurting People in the Process

NEW: The **Principal Investigator** Experience

CURRENTLY BOOKING INTO 2009!!



One of the **most requested seminars of the past 5 years** is finally here, developed and taught by two of Failsafe's most experienced and renowned Principal Investigator affiliates, **Rob Statham** and **Spencer Philo**.

Past attendees of the Latent Cause

Experience have often asked for another class that **hones** the **skills** of a **Principal Investigator** so they can more effectively lead a Maxi or Midi-LCA "by the book."

Some of Failsafe's clients are finally seeing the value of Failsafe's super-critical "**stakeholder meeting**," where the people that were actually involved in an incident are asked to define causes and action items (after they experience the evidence). Most importantly, clients are discovering the value of asking the stakeholders the key "**latency question**:"

What is it about the way you are that contributed to this incident, and what are you going to do about it?

One of the most frequent comments of past Latent Cause Experience attendees, however, is:

I don't feel comfortable leading these stakeholder meetings. I wish I could see it done "by the book." I wish I could practice it before I had to do it.

This class has been designed to meet these needs -- to **boost your confidence** by taking you through a **Maxi-LCA** "by the book." You will see how it is supposed to work, and be given the chance to **practice**. When you leave this seminar, you will have the **training** and **experience** needed to **lead** a Maxi or Midi-LCA **by the book**.

Prerequisite: Proof of past attendance at the 4-day Latent Cause Experience (**no exceptions**).

[The Principal Investigator Experience](#)

Virginia Edley

FEATURED LICENSED AFFILIATE

Virginia is ready and available to:

1. Help you, **behind the scenes**, develop the **infrastructure** in support of an LCA effort.
2. Lead a **Maxi-LCA** for you
3. **Coach** you while you lead a Maxi or Midi-LCA
4. Lead a **Stakeholder Meeting**
5. Coach your people in the **Mini-LCA**
6. Help you develop means of **tracking**, then acting on LCA **latencies**.



Virginia has **vast experience** in initiating LCA-type efforts.

[Contact Virginia HERE!](#)

Latent Cause Analysis Definitions

Use them to HELP ASSURE **CONSISTENCY!**



Words are important, but they often have many unintended meanings.

Reading the **32 definitions** at this link will help you understand what is **distinctively powerful** about Failsafe's approaches to learning from things that go wrong.

You might also like how they are **illustrated**.

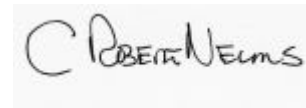
Our [DEFINITIONS](#) are quickly becoming one of the most popular pages on Failsafe's web site.

Please view these pages, then [write me an email](#) and let me know what you think!

I hope that this information is useful to you. [Please write](#), and let me know.

I hope you all have a wonderful and safe holiday season!

Sincerely,



C. Robert Nelms
Failsafe Network, Inc.

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