From: C. Robert Nelms
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Subject: New for Failsafe in 2007
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Failsafe Netletter

Helping you learn from things that go wrong **January 2007**

in this issue

Failsafe's LICENSED AFFILIATES!

What is it about the way I am that contributes to our problems?

Training Predicament

Dear C. Robert,

The longer I stay in business, the more strongly I see the tie between myself and things that go wrong. I am just as much to blame as anyone reading this netletter. But so are you. It's people that cause problems -- ALL of us!

Ultimately, it's not "physics" that cause our problems -- nor is it our "systems." Ultimately, it's not fancy investigative methods that will help, nor will writing better action items accomplish what is needed. In the limit, there's only one thing that can make our lives better than anything else imaginable: **We have to be willing to see ourselves as part of the problem.**

This year, 2007, will be interesting. Almost everything about Failsafe is being redesigned, reworked, and reworded to **focus even more on helping people look at themselves**, rather than pointing their fingers at other people and other things. **This is certain to be a year to remember.**

Failsafe's LICENSED AFFILIATES!

Failsafe is establishing ties with specially-chosen, trained, and experienced affiliates that are **contractually bound** to help people in their Latent Cause Analysis endeavors using **Failsafe's methods**, **vocabulary**, and **intent**.

Rob Statham, pictured above, is Failsafe's first Licensed Affiliate. Rob immediately grasped and embraced the value of Failsafe's methods, and is actively involved in helping 2 clients (more are in the

What is it about the way I am that contributes to our problems?

Root Cause Analysis is dead, at least at Failsafe. Actually, it's dead everywhere and has been for years. No-one is really doing root cause analysis, unless they're tracing all their problems back to Adam and Eve (or the "big bang," or the beginning of time). I am personally sick of hearing the phrase "root cause" being used for everything other than what it really is. From the feedback I've been getting, so are many of you. Therefore, **Failsafe will not use the phrase "Root Cause Analysis" anymore**. Instead, after much deliberation, Failsafe will be using the phrase "**Latent Cause Analysis (LCA).**"

As I see it, there are 4 fundamental questions that must always be answered after being confronted with EVIDENCE:

1. What were the physics of the incident?
2. What did people do (or not do) that enabled the physics?
3. What is it about the way WE ARE that contributed to "what people did?"
4. **What is it about the way I AM that contributed to what people did?**

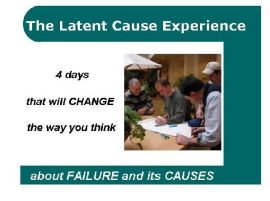
Yes, other questions are also valuable. **Nothing, however, is as valuable as the last question!**

pipeline).

If you need a **Principal Investigator**, or someone to be your **Mother-Source leader**, either click on Rob's photo to contact him directly, or send me an email.

More Licensed Affiliates are coming, so if you are **tired of trying to fuel your LCA efforts** all by yourself, or **if you have not been able to find an available local site champion**, be in touch. We can help.

The Latent Cause Experience in Houma, LA



February 12th through 15th -- still some open seats.

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Latent Cause Analysis (LCA) FOCUSES on this last question. LCA, as practiced by Failsafe, is something that **EVERYONE in an organization will be encouraged to do**. Sometimes, LCA's will be team-based and formal. In the limit, however, it will become more and more the **routine way of thinking**. Imagine that! I mean it. **IMAGINE THAT!**

- ## Training Predicament

The demand for Failsafe's training has skyrocketed in the last 2 years. **Many of you have been frustrated to learn that you'll have to wait 8 months for on-site training**. Although I am extremely appreciative of your business, I am also deeply concerned that I cannot respond as fast as you wish.

One of the most difficult things I'll have to do this year is figure-out how to get others to help with Failsafe's training needs. **I need to find people that can deliver a consistent message -- people with experience and passion for the subject**. Then I need to figure-out how to weave them into the training picture in a way that clients will accept them.

In other words, I recognize the problem and am actively working to resolve it. In the meantime, I am considering the following:

- Placing more emphasis on web-based training
- Allowing up to 60 attendees at each on-site session
- Rejecting all on-site training requests that will not allow outsiders
- Rejecting all on-site training requests that will not guarantee at least 30 attendees
- An annual, centralized training event (attendance unlimited)

Thank you for your patience!

- # Additional Training Announcements Coming Soon!

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