



Incident Investigation and Root Cause Analysis

DURATION

3 days

CONTACT HOURS

18

LEVEL

Intermediate

FEE PER DELEGATE

US\$1,200

Investigate an incident to organisational cause instead of stopping at the person nearest the event.

Investigations that conclude with human error usually stop one step early. This programme covers evidence gathering, interviewing, causal analysis and the discipline of following cause past the individual into the decisions, pressures and systems that shaped their action.

Available as classroom, live online, in house.

Who it is for

Safety and quality professionals, supervisors, and anyone who leads or contributes to investigations.

What you will be able to do

- Secure and gather evidence before it degrades.
- Interview in a way that produces account rather than defence.
- Apply a causal method that reaches organisational factors.
- Write recommendations that address cause rather than restate the incident.

The outline

DAY 1

First response and evidence

Securing the scene · Perishable evidence · Sequence of events · Documentation and records

DAY 2

Interviewing

Account rather than defence · Memory and its limits · Contradictory accounts · Interviewing under a blame culture

DAY 3

Cause and recommendation

Why human error is not a cause · Organisational and latent factors · Causal methods and their limits · Recommendations that address cause

What you leave with

- An evidence gathering checklist for the first hours.
- An interview approach that avoids blame framing.
- A completed causal analysis on a real or supplied case.
- Recommendations traceable to identified causes.

Published dates

DATES	WHERE	FEE
23 to 25 November 2026	Dar es Salaam, Tanzania	US\$1,200
30 November 2026 to 2 December 2026	Windhoek, Namibia	R12,000
7 to 9 December 2026	Dubai, United Arab Emirates	US\$1,200
14 to 16 December 2026	Cape Town, South Africa	R12,000

Fees are per delegate and cover all course materials. Travel and accommodation are arranged by the delegate. Registration is required.

Register or ask a question

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This copy was produced on 30 October 2026.