

# Facilitation Tip 12: Build in Small Chunks

The beginning of an investigation can seem confusing and messy, but don't let the investigation become overwhelming. As a facilitator, using the Cause Map™ diagram organizes the information section by section and helps keep the group focused (See Tip #7).

Piecing an incident together one cause-and-effect relationship at a time keeps the dialogue on a specific topic. With this systematic approach, the Cause Map diagram will naturally begin to organize. This approach also prevents people from being overloaded with information. Following one section of the Map or just one causal path concentrates the team's effort. If information is provided and you're not sure where it goes, park it to the side, so it's captured and can be addressed later (See Tip #9).

Building the Map in smaller chunks helps the investigation:

- Stay on track by reducing side conversations/topics
- Limit revisiting the same information
- Add specificity to targeted areas to make the incident clearer

**Facilitation Tip 12**

Watch this video that elaborates on how and why you should build your investigations in small sections.

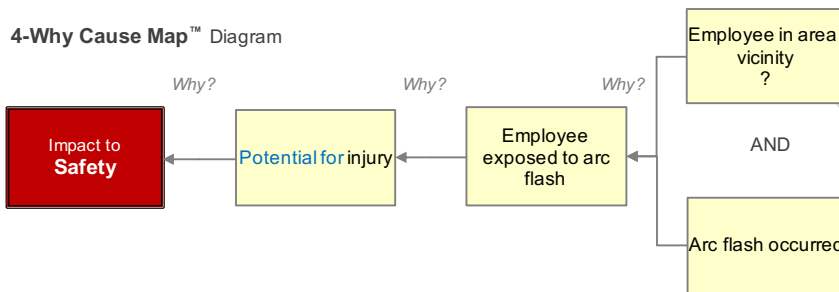


(4 minutes)

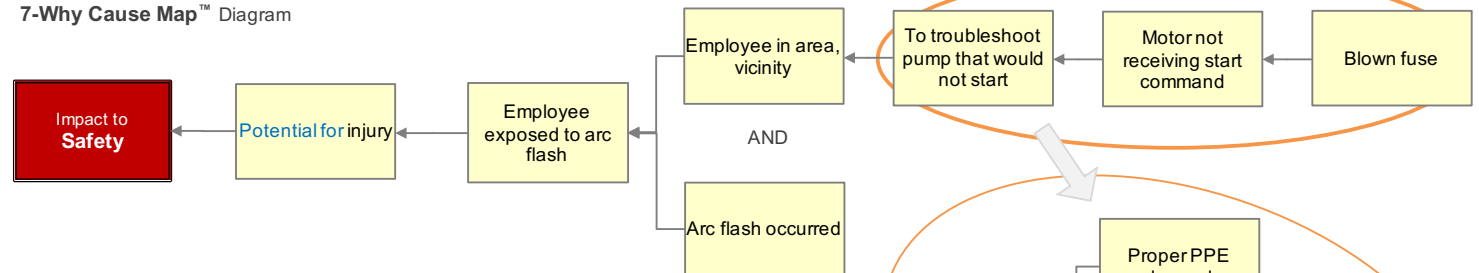
In this example, we started with why the employee was in the vicinity. Then, the employee begins to explain why they were troubleshooting.

## Employee Exposed to Arc Flash

4-Why Cause Map™ Diagram

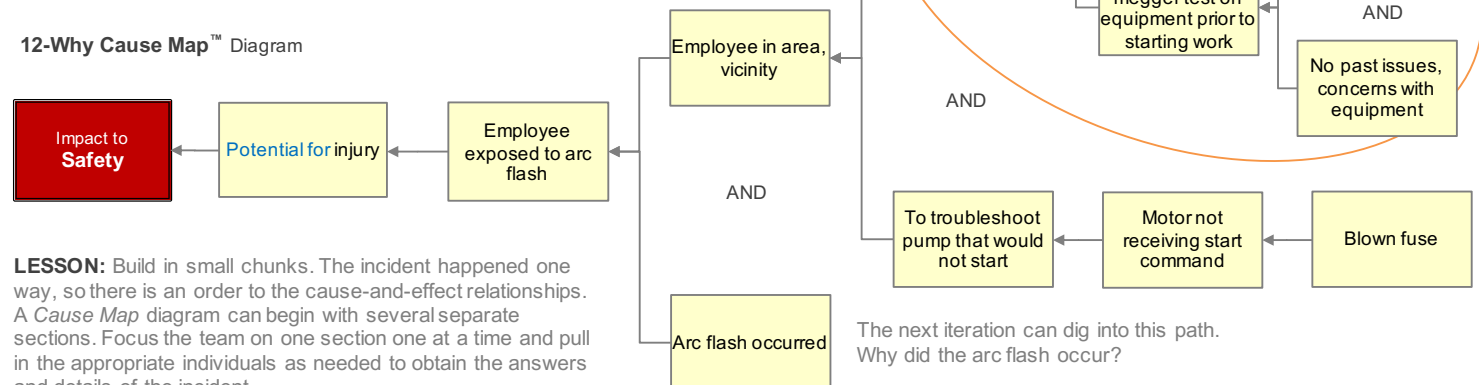


7-Why Cause Map™ Diagram



Next, we focused on why it was deemed safe and acceptable to work in the area.

12-Why Cause Map™ Diagram



The next iteration can dig into this path. Why did the arc flash occur?

**LESSON:** Build in small chunks. The incident happened one way, so there is an order to the cause-and-effect relationships. A Cause Map diagram can begin with several separate sections. Focus the team on one section one at a time and pull in the appropriate individuals as needed to obtain the answers and details of the incident.

Learn how to find better solutions by diagramming the details within your problems. Hone your skills by attending a free webinar, an online short course or one of our full online Cause Mapping Root Cause Analysis workshops. Visit [www.thinkreliability.com/events](http://www.thinkreliability.com/events) to see our upcoming training schedule.