

# Root Cause Analysis: The Triangle Technique<sup>®</sup>

November 2022

## Purpose

The purpose of the Triangle Technique<sup>®</sup> is to rapidly enlist the ideas of all team members and organize them into relevant categories for implementation. The categories, Competency, Organization, and Leadership are from the [Implementation Drivers Framework](#). With its unique integration of implementation science, the Triangle Technique<sup>®</sup> helps teams to focus on identifying the actions needed to implement programs, policies, or strategies with fidelity. This technique to identify underlying causes was developed by the Johns Hopkins University Center for Technology in Education.

## Materials

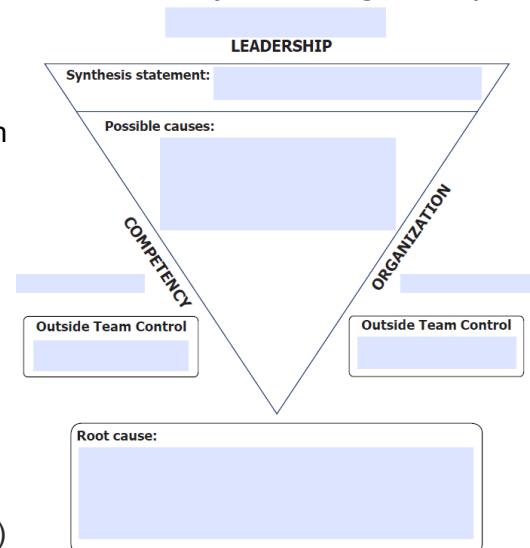
Teams select their preferred mode for engaging in The Triangle Technique<sup>®</sup>.

- The Triangle Technique<sup>®</sup> template (fillable PDF provided)
- Chart paper, post-it notes, and markers

## Steps

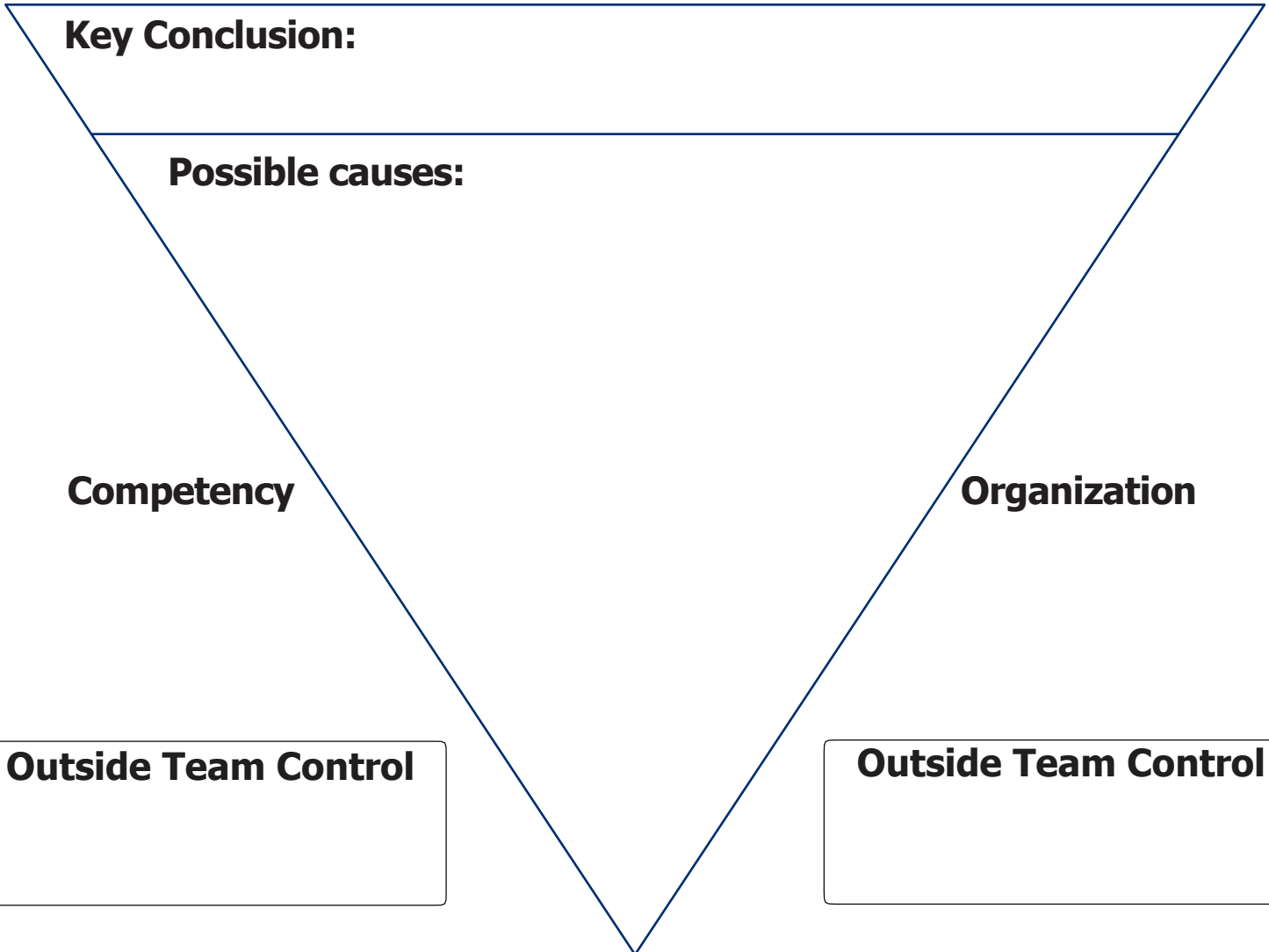
1. Select a key conclusion for an underlying cause analysis after data is analyzed.
2. Record the selected key conclusion at the top of the triangle template.
3. Brainstorm possible causes for the problem and record them within the triangle.
4. Review the possible underlying causes and determine which causes are similar.
5. Group the similar causes within categories aligned to the three Implementation Drivers<sup>2</sup>: Competency Drivers, Organizational Drivers, Leadership Drivers.
6. Determine factors outside of your team's control and place them in the Outside Team Control box.
7. Evaluate the possible causes within each of the three categories to determine the highest leverage area for an underlying cause analysis. Circle one high leverage underlying cause within each category.
8. Come to consensus to select the highest leverage underlying cause and record it in the box provided.
9. Validate the identified underlying cause by asking the following questions:
  - Is the cause within your team's control?
  - Is the cause actionable?
  - Does this cause make sense to someone else hearing it for the first time?

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## Root Cause Analysis: The Triangle Technique<sup>®</sup>

### Leadership



**Root cause:**

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## Suggested Citation

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## About Us

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