

Sample incident investigation/event learning questions

BEGIN BY ENSURING THE SAFETY AND SECURITY OF THE WORKPLACE:

- Is everyone OK? If not, are they being attended to?
- Is the equipment safe/stable? Is the work area safe/secure?

ESTABLISH THE BASIC FACTS:

- Who was involved?
- Date and time of the incident?
- Location of the incident? Not just the physical address, but the particular work area.

THEN, SEEK TO UNDERSTAND THE INCIDENT:

Remember that even though you know how it ends, the employee did not have that information when the incident occurred.

- Tell me the story of what happened? A story should have a beginning, a middle and a conclusion.
- What did you set out to do? What was the job/task? How do you typically perform that task?
- What actually happened? What worked well? What went as expected?
- What was unexpected? What didn't work?
- What factors led up to this event?
- Where else could something like this happen?
- What else do I need to know?

Your goal is to learn everything you can from the incident investigation leading to the event—conditions, equipment, and the environment—and seek a clear explanation of what failed in the organization's systems and processes, providing direction on where improvements need to be made.