

EVENT LEARNING QUESTIONS

This form offers suggested questions to ask employees involved in an incident or those who might have witnessed the event. The goal of conducting fact-finding interviews should be to learn details of the event from different perspectives that can help the interviewer gain a deeper understanding of the contributing factors, which is valuable when developing effective solutions.

ORGANIZATION NAME:

BEGIN BY ENSURING THE SAFETY AND SECURITY OF THE WORKPLACE.

IS EVERYONE OK? IF NOT, ARE THEY BEING ATTENDED TO?

IS THE EQUIPMENT SAFE AND STABLE? IS THE WORK AREA SAFE AND SECURE?

ESTABLISH THE BASIC FACTS.

WHO WAS INVOLVED?

WHEN DID THE INCIDENT OCCUR?

INCLUDE DATE AND TIME.

WHERE DID THE INCIDENT TAKE PLACE?

NOTE THE PHYSICAL ADDRESS AND ALSO THE PARTICULAR WORK AREA.

THEN, SEEK TO UNDERSTAND THE INCIDENT:

REMEMBER THAT EVEN THOUGH YOU KNOW HOW IT ENDED, THE EMPLOYEE DID NOT HAVE THAT INFORMATION WHEN THE INCIDENT OCCURRED.

WOULD YOU TELL ME THE STORY OF WHAT HAPPENED?

A STORY SHOULD HAVE A BEGINNING, A MIDDLE AND A CONCLUSION.

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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 DID NOT WORK?

WHAT FACTORS LED UP TO THIS EVENT?

WHERE ELSE COULD SOMETHING LIKE THIS HAPPEN?

WHAT ELSE DO I NEED TO KNOW?
