



Leading Incident Investigations

Traditional incident investigation courses center on how to use a specific software package or root cause system. ACT's course teaches people how to manage the investigation team; how to understand bias, how to actively listen and most importantly, how to run an effective interview. Because without the whole story, any root cause analysis will be fundamentally flawed.

A Leading Incident Investigations workshop with ACT takes a very hands-on approach. Participants start with an incident report and, after gathering and researching the documents available, they further their understanding of the incident by conducting interviews with the main players.

This course concentrates heavily on teaching participants interviewing skills. The techniques are taught, practiced and refined through work with actors. Participants are given an opportunity to lead an interview, act as a scribe during an interview and then be an observer.

These interactive interview sessions enhance the participants skills and understanding of what makes a successful interview. The interviewing skills can be easily translated into the workplace to enhance team work and assist with conflict resolution.

Understanding bias, active listening and how to conduct an effective interview lead to a more in depth understanding of an incident. This, in turn, produces more effective and systematic recommendations and actions to ensure the incident does not occur again.

In the 1 day workshop for Leading Incident Investigations we cover:

- Leading an Investigation Team
- Understanding Bias
- Understanding Active Listening
- Gaining proficiency in interviewing

No matter what root cause analysis system your business is using, ACT's interactive training experience will allow your staff to improve their skills.

Using industrial theatre concepts we allow participants to understand the power of the interview process. Did the participants gather enough information, actively listen, or come into the investigation with predetermined ideas? Did one person's bias send the investigation in the wrong direction? All those factors will prevent your business from ensuring the incident doesn't happen again.

To book or for more information about this play, or any other training, please contact:

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