

Outline	Learning Objectives
<p>This two-day Incident Investigation course is intended for those that are expected to directly participate or lead incident investigations. Following the same staged format as the basic program only delving deeper into each stage of the process for more activity based learning and focus on the various investigation team member critical tasks and accountabilities. The take away for this program is not only refresher for “what” and ‘why” but more focus on “how” to manage and ensure the “product“ of investigation is accurate.</p> <p>PREREQUISITE: SEFSAM</p>	<ul style="list-style-type: none"> • Preparing for Incident investigations • Leading Investigation Teams • What information is to be gathered during investigation • How effective interviews should be performed • Effective use of root or system cause(s) analysis tools • Appropriate conclusions regarding cause(s) and ensure effective proposals for corrective action • Use of human behavior analysis principles to understand why behaviors occurred and clarify what needs to happen to influence decision making • Function effectively as an investigation team member <hr/> <p>Competencies</p> <p>Skill tests include interviewing technique, critical task identification, causal analysis, corrective / preventative action writing and critical report reviewing.</p>

Course Agenda:

- **Module 1 – Opening, Agenda and Objectives**
- **Module 2 – Principles of Effective Investigations**
- **Module 3 – Preparation Phase**
- **Module 4 – Gathering Evidence**
 - Incident Scene Management
 - Gathering Evidence (4 P's)
 - Interviewing Skills - funneling technique
- **Module 5 – Creating Building Blocks and Timelines**
- **Module 6 – Determining Critical Factors**
 - Building Blocks and Critical Factors
- **Module 7 – Determining Immediate and System Causes Using Causal List**
 - Exercise on CL Immediate and System Causes
- **Module 8 – Understanding Behaviors**
 - ABC analysis approach to identify actions needed to influence
- **Module 8 – Developing Effective Recommendations**
 - Exercise on Writing Recommendations
- **Module 9 – Final Team Actions**
- **Module 10 – Summary and Review**

To book this course, or for more information, contact Global Training Centre at:

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