

# INCIDENT INVESTIGATOR



## COURSE SUMMARY

Incident Investigation still constitutes one of the most powerful tools for any organisation to learn about itself.

Even though incident rates decrease, harvesting the learning potential from such occurrences often remains a challenge and many reports remain stuck in proximal details of the latest incident combined with judgments of human performance.

The course is designed to address exactly that. Combining a total of more than three decades of industry experience with the most prominent thinking in contemporary safety science, this course will enable participants to move beyond human error and identify deeper levels of organisational behaviour that lawfully shaped individual performance surrounding an incident.

Rather than focusing on method and structure, the course applies theory, case studies and exercises to take participants through a reflection and discovery process, that provides a different way of understanding incidents.

## PREREQUISITES

- Good understanding of own work domain
- Good communication and listening skills
- Previous experience of incident investigation is not needed

## COURSE CONTENT

- Why do accidents happen?
- Incident management process
- Generic Steps of Incident Investigations
- Human Factors and System Thinking
- SIM analysis tool
- You and your role as investigator
- Interview techniques
- Multiple exercises and group interactions



Course Duration  
**3 DAYS**



Group Size  
**8 - 12**



Course Dates  
**CALL FOR DETAILS**

### Who should attend the course?

All personnel involved in reporting and investigation management will benefit highly from this training. Further, managers with operational responsibilities will also benefit from the training in order to provide optimal support to investigations of incidents.



For more information about this or any other course please contact:

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