

ABSTRACT

Incident Mirror Technique – Making sense of incident reports

Presentation length Approximately 1 hour

In this session, the presenter explores causation methodologies and some common ways that incident investigation reports go astray. Incident investigation is an essential function. If it is done properly, it closes gaps that may be in the health and safety system. If it is done poorly, then the gaps remain, and the risk remains.

Managers, supervisors, and even safety committee members are asked to review incident investigation reports to sign off on them and to make suggestions regarding the investigation. The Incident Mirror Technique allows them to do that much more effectively.

Even that those people have been trained in incident investigation, or the particular causation methodology in use, often struggle with what they are supposed to be looking for and what sort of oversight they are providing when it comes to incident investigations.

The incident mirror technique is a simple method that works with virtually any causation methodology to allow a person to quickly validate an incident investigation report and even provide insights into the investigation with only the information that is included in the incident investigation report.

Attendees will learn

- To produce, or to coach for more effective investigations;
- To approach incident investigations from a critical thinking standpoint;
- How causation techniques or models work;
- How investigation reports can be validated quickly using the IMT;
- How the IMT can be used by managers, safety practitioners, and safety committees; and
- To achieve a new perspective in completing and reviewing incident investigations.