

Element 1.1: Investigating near misses

THOUGHT PROVOKER

We have now looked at the strong argument for investigating incidents, but why is it important to investigate incidents that do not result in harm?



Element 1.3: The four-stage investigation process

ACTIVITY

Before we look at this section, what sort of evidence do you think you would gather for an incident investigation? Note down your ideas and we will revisit this list at the end of this section.



Element 1.3: Concept of barrier controls

THOUGHT PROVOKER

Thinking of your own workplace, what barrier controls does your organisation have in place?



Element 1.3: Analyse the information

ACTIVITY

Note down some of the findings you would expect an incident investigation to uncover after all information has been gathered and analysed.



Element 1.3: Risk control measures

THOUGHT PROVOKER

Personal protective equipment is at the bottom of the hierarchy of control. Why do you think this is?



Element 1.4: Engage and explain

THOUGHT PROVOKER



Why do you think closed questions should **not** be used during the initial information gathering part of the interview?

Element 1.4: Active listening

THOUGHT PROVOKER

Think back to conversations you have had with your colleagues or friends or family. Do you think that you actively listen or do you simply 'hear'?


