



## What clients say about this training:

“We learned to apply our minds and not just jump to conclusions.”

“After this class I have the confidence that I would be an effective leader for an incident investigation.”

“The presenters were extremely engaging and knowledgeable about the subject matter.”

“Widely applicable, very useful, real-world application.”

“I enjoyed the instruction and felt engaged throughout. Well structured and informative.”

“Thought provoking; caused me to rethink/challenge the way we look at incidents and the reaction to them.”



Contact us for information about how the vPSI System™ can help your company.

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# Incident Investigation Training

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## For Supervisors

*Building a  
Foundation for  
Continuous  
Improvement*

# ***Sustainable, measurable improvement***

## **Incident Investigation Training**

While many companies invest heavily in sophisticated cause & effect analysis tools and training, few deliver instruction in the necessary foundational step of acquiring good quality evidence after an unplanned event.

Poor quality data does not provide an adequate basis for an incident investigation. Corrective actions can only be as good as the understanding of cause and effect relationships allows, and that in itself is completely dependent on the underlying data and evidence. Castles built on sand will not stand.

Front-line personnel on location when an unplanned event occurs are best placed to collect comprehensive and high-fidelity data before it degrades beyond usefulness. This workshop equips them to do so, and continues the investigative narrative all the way through to implementation of effective solutions and measuring the organizational response to things going wrong.

This modular workshop complements vPSI Group's existing training portfolio. Each module includes case studies with hands on practice and role playing, covering:

- ◇ Data gathering and fact finding
- ◇ Interview techniques
- ◇ Efficient event analysis using methods scaled to the complexity of the incident
- ◇ Developing relevant and effective corrective actions that are fit for purpose and the best possible solution to the problem encountered
- ◇ Measuring organizational response to things going wrong

Post-training case study work can be included to cement the competencies delivered by this workshop.

Modules may be delivered stand-alone or in various permutations. Combined together, they form a full 2 or 3 day training program.

Like all vPSI training offerings, these modules are customizable.

***Advanced Ideas  
Focused Solutions***

## **Who should attend?**

Personnel at all levels of the organization will benefit from this training.

Attendees can include front-line personnel, line management, HSEQ, and supervisors.

Additionally, anyone who reports or investigates unplanned events (such as Accidents and Near Misses) and those who develop or implement corrective actions will find value in this course.

## **Deliverables**

- ◇ Training in collection of comprehensive and high-fidelity information on which a quality investigation can be based
- ◇ Simple analytical tools that can be used effectively even by inexperienced investigators
- ◇ Training in development and implementation of relevant and effective corrective actions
- ◇ A proven platform for continuous improvement