

Investigation Interview Guideline

- Approach each interview with an open mind – you are there to gather information
- The intent is to gather information, not determine disciplinary action
- Have a list of people you want to interview (e.g. worker, supervisor, witnesses, manager)
- Set up a private location to conduct the interview
- Prepare a list of questions focusing on; the worker, environment, materials & equipment. Be prepared you may have to adapt or change your questions based on the answers provided.
- Have an unbiased attitude towards and never assume anything
- Pause and give the person time to answer - don't interrupt
- Ask questions to gain knowledge and details
- Ask open-ended questions (e.g., we don't want a yes/no answer)
- Don't lead or give suggestive thoughts
- Allow the interviewee to describe what they witnessed in their own words
- Follow up your initial question with a "why" as this may lead you to the root cause

Questions to ask the worker/witness

Some questions may not be applicable to the person you are interviewing

- Where were you when the incident happened?
- What were you doing at the time?
- What was (were) the worker (s) doing?
- What were the environmental conditions like?
- Is the job or process new?
- What do you think contributed to the incident occurring?
- Were company procedures being followed?
- Were proper tools or equipment being used?

Questions to ask the supervisor/manager

- Is there an SWP for this task? Was the worker following the procedure?
- Was the worker trained in this task and proficient in it?
- Did this task require PPE and was the worker wearing it?
- Have there been previous incidents similar to this?
- Were they using the proper equipment to do the task?
- Was there adequate supervision?