



EVENT INSIGHTS: MAKING MINOR INCIDENTS MATTER

Current lightweight investigation tools are unsuited for organisational learning and are insensitive to operational needs. The investigation practice of '5 Whys' or relying on pre-determined checklists limits possible findings and inhibits the opportunity to discover something new.

Event Insights is an investigation tool for minor and medium-impact incidents that challenge traditional investigation methods.

- Directs attention towards what can inform future risk management and is simple, quick, and easy to use.
- Promotes organisational resilience and adaptability while avoiding blame.
- A constructive, staff-engaging, and operationally aligned tool that aims to foster a culture of openness

trust, and collaboration while improving organisational risk management.

Event Insights

Event Insights is a 'humble inquiry' learning process involving curated questions to be asked by a front-line leader, usually a supervisor, to workers involved in the event. Facilitators can use Event Insights questions with an individual, or a group at once, or repeated in multiple separate interviews.

The event insight question list consists of 7 questions for a facilitator to ask involved workers, followed by translating the analysis into improvements. Questions are divided between learning about the event and learning about the task.



When to use Event Insights

Event Insights assists organisations in being strategic about investigating events and identifying what events are worthwhile to spend time on and which provide an excellent learning opportunity. The tool is used for events with a minor or medium impact and opportunities for organisational learning.

Organisational learning opportunities can include factors such as recent changes in the task, the interaction of multiple controls, the involvement of multiple stakeholders, or there are potential benefits to others in the organisation.

Benefits of Event Insights

- Optimised for learning
- Constructively focused
- Staff engaging
- Operationally aligned

Learn more about Event Insights.

To learn more about Event Insights, read the complete White Paper 'Event Insights: Making Minor Incidents Matter' by Mark Alston and Jop Havinga, PhD.



SHIFT THE FOCUS FROM BLAME TO LEARNING:

Ditch outdated methods like root cause analysis and the 5 Whys that point fingers rather than foster organisational learning.



BE STRATEGIC WITH INVESTIGATIONS:

Prioritise minor and medium-impact incidents based on learning opportunities, not just severity. Consider factors like recent changes, multiple controls, and stakeholder involvement.



ASK THE RIGHT QUESTIONS:

Use the Event Insights question list to understand tasks, surprises, potential improvements, and frustrations. Focus on future risk management; do not dwell on past events.



ENGAGE WORKERS IN SOLUTIONS:

Include workers involved in events as part of the learning process. Their insights lead to more informed solutions and foster a culture of inclusion and trust.



OPTIMISE FOR EFFICIENCY:

Avoid wasting resources on trivial events. Document them quickly and move on, focusing efforts on investigations with the most potential to improve overall safety and operational performance.

Investigations Differently

Investigations Differently was founded in 2019 in recognition that high-risk organisations needed a better approach to investigations and risk management. With a unique focus on workplace investigation and risk management, Investigations Differently provides training and consulting to a diverse range of high-risk organisations across Australia and overseas. Investigations Differently helps organisations to engage with their people to be part of the solution and deliver systemic change.

