



The 5 Items

1. Statement
2. Schematic
3. Relationship
4. Summary Sequence of Events
5. Oddities

For All Forms of Evidence

- What does **this** form of evidence suggest about the Physical and Human Causes of the event?

Physical Causes (PCs)

Based on **all** the evidence:

- PCs explain HOW the incident occurred (the PHYSICS/MECHANICS of the incident)
- PCs are PAST TENSE
- PCs are VERY SPECIFIC
- PCs are written in paragraph style

Human Causes (HCs)

Based on **all** the evidence:

- HCs identify acts of commission or omission that led to the PCs
- HCs state **who** did what **wrong**
- HCs are past tense
- HCs are very specific
- HCs are written bullet style, one for each HC
- Define **Actual** Versus **Desired** Behaviors

Triggering Situation

For **each** Human Cause:

- Define the point in time when the HC behaved incorrectly
- Start with "When....."

People Evidence

Standard Interview Questions

Use **Non-Leading** Questions

- Introduce yourself, and remind them about the purpose of the interview.
- Understand who you are interviewing. That is, what is their name and their normal role?
- Understand their **perspective**. That is, what was their role in this incident?
- **Take them through their involvement, step-by-step.**
- Ask them either "what did you do first," or "what happened first."
- When they pause, say: "And then what?"
- Ask them **WHY** they think this incident occurred. Probe their responses. Be curious.
- Tell the interviewee to FORGET about this incident, and ask the person to think about their role, in general. (pause for 30 seconds – silence is okay)
- Say: "What is it like to be in your shoes?" (pause again)
- Say: "Are there any general frustrations about your role that you can share with me?"
- Try to understand AS-IS versus AS-DESIRED.
- Finally, ask them to once-again think about the incident, and rate each frustration for its influence on this incident (0 to 5, 5 high)

Actual versus Desired Thoughts

For **each** Human Cause:

- Define the **Actual Thoughts** at the point in time when the person behaved incorrectly with the help of the person involved
- Define the **Desired Thoughts** with the help of Supervision

More guidance is available on the LCA Worksheet