Use The Interview Skills of Accident Investigators to Learn More About Incidents

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The Cognitive Interview Technique
Who uses it?

Many different types of investigators and interviewers.

One of its creators, Dr. Geiselman, wrote a large portion of the core curriculum required to pass the exam to become a Certified Forensic Interviewer.
3 Psychological Pillars

- Cognition
- Social Dynamics
- Communication
Research

100 lab tests in US, England, Germany, Australia (Cross cultural, cross demographic)

Study in 2 police departments (US and London)
Who should drive?

They were there, they know more, they should speak more
Who am I?

I write about resilience engineering and managing incidents every week at ResilienceRoundup.com

I also ask people a lot of questions
Communicate
Encourage “I don’t know”
What does that look like?

Literally just tell them

You were there, I wasn’t, so please tell me what happened. No need to wait for me to ask questions.
Ask open-ended questions

This encourages them to tell their story.

Used closed questions very rarely
Report everything

Ask them to tell you everything, even if its out of order or conflicts with things said previously
Don't Interrupt
Don’t follow a template

Following a template or checklist can communicate that you don’t care about them as a person, just a source of information.

Everyone is different, a template doesn’t account for that
What We Learned

• Let them tell their story
• Encourage I don't know
• Ask to hear everything
• Don't interrupt
• An "interview" should feel like listening to a story
References


Slides

https://ResilienceRoundup.com/SRECon19