

## Interview Preparation and Documentation Form

### Typical Questions for an Interview

1. What were the initial conditions?
2. What were you doing just before the incident?
3. What were you doing during the incident?
  - Sequence and timing of events
  - Interactions with other personnel and equipment
4. What indications did you have of the incident?
5. How did you know what to do when you saw ...?
6. What communications did you have with others in the area?
7. What other individuals were in the area?
  - Where were they?
  - What were they doing?
8. What were the environmental conditions?
9. What was different this time?
10. Did you notice any equipment that did not operate properly?
11. Any training or preparation issues?
12. Emergency response:
  - Did you or others move or reposition anything?
  - What emergency response activities did you perform?
13. Have there been similar events in the past?
14. Who else should we talk to? Who else might have information?
15. What are your opinions, beliefs, and conclusions related to causes and recommendations?
16. Is there anything else you wish to tell me? Is there anything else I should have asked?

### Interview Guidelines

1. Use the *Initial Witness Statement Form* to quickly capture people data
  - 1.1 Review the initial witness statements before the interview to help prepare for the interview
  - 1.2 Don't directly confront the witness with differences between the initial witness statement and statements made during the interview, but explore these differences
2. Use the *Investigation Data Needs Form* and the *Interview Scheduling Form* (if needed)
3. Keep witnesses separated prior to interviews (as much as possible)
4. Conduct interviews promptly
5. Use data analysis techniques (cause and effect tree, timelines, and causal factor charting) to develop a core set of questions for each interview
6. Be nice and be quiet
  - 6.1 Conduct interviews in neutral locations with as few distractions as possible
  - 6.2 Interviews at the incident scene may also be appropriate
  - 6.3 Perform interviews two-on-one (interviewer and note taker) or one-on-one
  - 6.4 Let the interviewee talk
  - 6.5 No leading questions
  - 6.6 Never lead, accuse, blame, or threaten the witness
  - 6.7 Follow up on general comments to obtain clarifications and details
7. Document witness interviews
8. Review the notes from the interview with the witness
9. Assure confidentiality only if you can guarantee it

