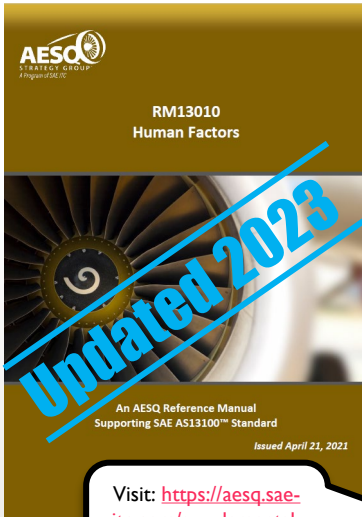


RM13010 – HUMAN FACTORS



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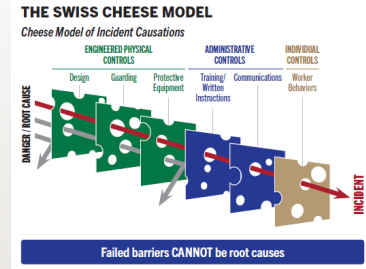


New content includes,

- Hazard reporting example
- Investigation example questions
- Avoidance of the “Blame Cycle”
- Error Zone Assessment example
- HF FMEA Example
- Wording clarifications
- Useful video, podcast & article links
- Investigation Interview guide example
- Error/ Violation decision tree example
- HF considerations for 8D
- Example Communications
- HF Deployment Framework example



WHAT IS HUMAN FACTORS?



INTERVIEW GUIDE

The purpose of this guide is to provide assistance to any actor of the HOF approach who needs to interview a person as part of a causal analysis.

1- Interview preparation

- Find out about the roles within the event (roles, history of events and history of the person to meet)
- Encourage the use of prepared reports to facilitate the discussion and have the role of the HOF contributing factors available.
- Be sure to implement the correct technological conditions for the person to be interviewed (sufficient noise period and sufficient privacy).
- Prepare for the interview, a space ensuring the confidentiality of discussions and safety of all those involved.
- If several people are to be interviewed, it is recommended to interview each individually to begin with and then together if necessary.

2- Outline the context and structure of the interview

- Remember yourself and present the HOF approach.
- State the cause for your interview.
- Explain that this is part of a process of sharing and continuous improvement based on trust and understanding.
- Clarify that we do not judge, we simply want to understand the event in order to identify the root causes and thus prevent recurrence.
- Reassure the interviewee that the presence of any interviewee is not intended to impose any sanctions at a later stage on the contractor.

3- Presentation and description of the event

- Ask the interviewee to introduce themselves (background, their role, length of service in the position, etc.).
- Use the list of factors contributing to the error as the common theme for the interview.
- Let the person explain themselves without any filter regarding the event (as you will see what happened!).
- Ask the interviewee to be factual, verbatim or verbatim discussions as the event if necessary.
- Do not interrupt or pass judgment on what is reported.

3- Perspective and objectivity

- Encourage the interviewee to plan their opinion, their perspective on the event.
- Ask if proposals for solutions are to be made to prevent recurrence or a similar case.
- Ask for their opinion regarding actions already established at the time of the interview (balance, effectiveness, actions to be added).
- Ask if other actions can be implemented (to be discussed if they do not wish to be communicated or shared).
- Provide visibility regarding the rest of the interview (the interviewee being one of the stages of the causal analysis, outline the next steps).
- Indicate that we are likely to return to our interviewer for further information.

4- Contextualization of information and visibility

- Contextualize all discussions to avoid any possible source of misunderstanding, interpretation or retransmission.
- Clarify with the interviewee the information that they do not wish to be communicated or shared.
- Ask if other actions can be implemented (to be discussed if they do not wish to be communicated or shared).
- Provide visibility regarding the rest of the interview (the interviewee being one of the stages of the causal analysis, outline the next steps).
- Indicate that we are likely to return to our interviewer for further information.

5- Thanks and closing the interview

- Thank the interviewee for their availability, transparency and cooperation.
- Reassure them of their value and good HOF practices.
- Encourage the evaluation of any weak signal or near event via their HOF correspondent and/or the site actor.
- Encourage the identification of other HOF approaches with their colleagues on the ground.
- Ask for feedback on the interview process (for improvement).

