

Training on Accident Investigation

Witness Interviewing

Marine Accident Investigation





Knowing

- You can name different steps in an interview and can explain barriers to effective interviewing.

Applying

- You can plan and prepare an interview roadmap.

Analysing

- You can investigate where strong emotions or barriers come from.

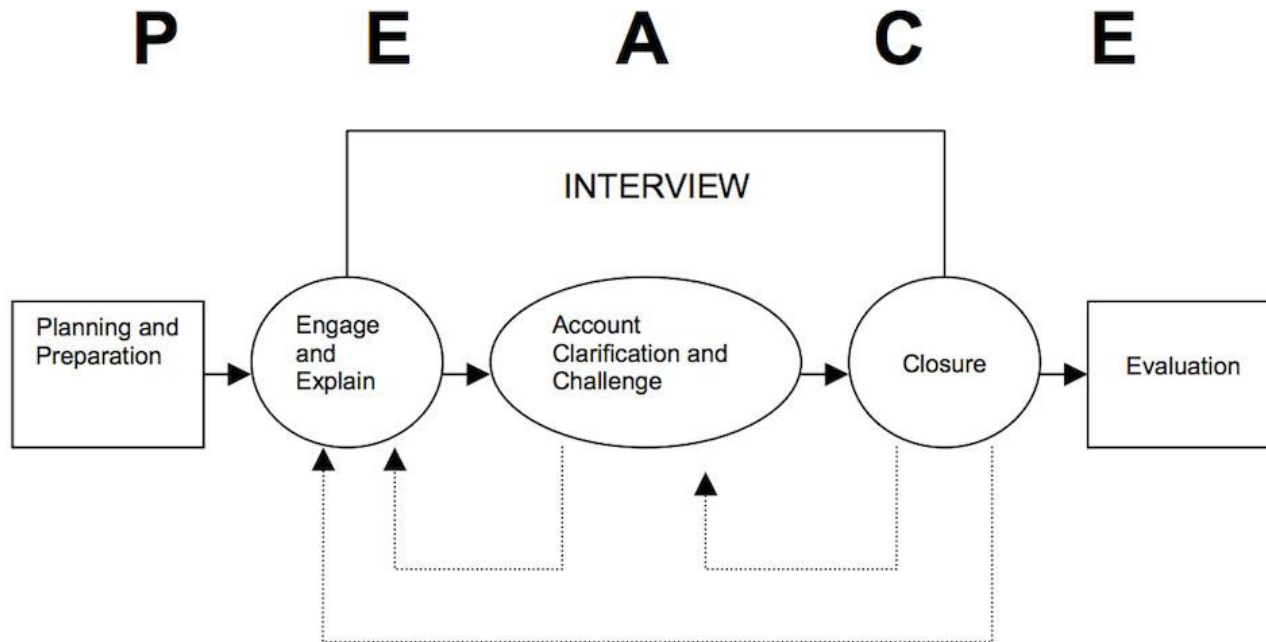


1. Objectives of an interview
2. Interview structure
3. Basic skills
4. Safety during the interview
5. 3 steps in case of friction during the conversation
6. Practice with actor (name of actor)
7. Debriefing and evaluation



1. Objectives of an interview

PEACE-framework



When do you interview?



Each phase of the incident investigation

First, try to retrieve information from other available resources

- (this prevents unnecessary pressure on the interviewees)

Phase of the investigation determines the direction of the interview

- Clarification of facts
- Testing of hypotheses
- Testing information from other interviews
- Investigate mismatch of WAI-WAP-WAD-WAD
- Determine Human Behavior
- Etc..



2. Interview structure

Interview structure

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0. Preparation
 1. Procedure
 2. Check-in interviewee
 3. Clarification investigation process
 4. Interview
 5. Examine the event
 6. Questions as per theme
 7. Conclude

Step 0: Preparation

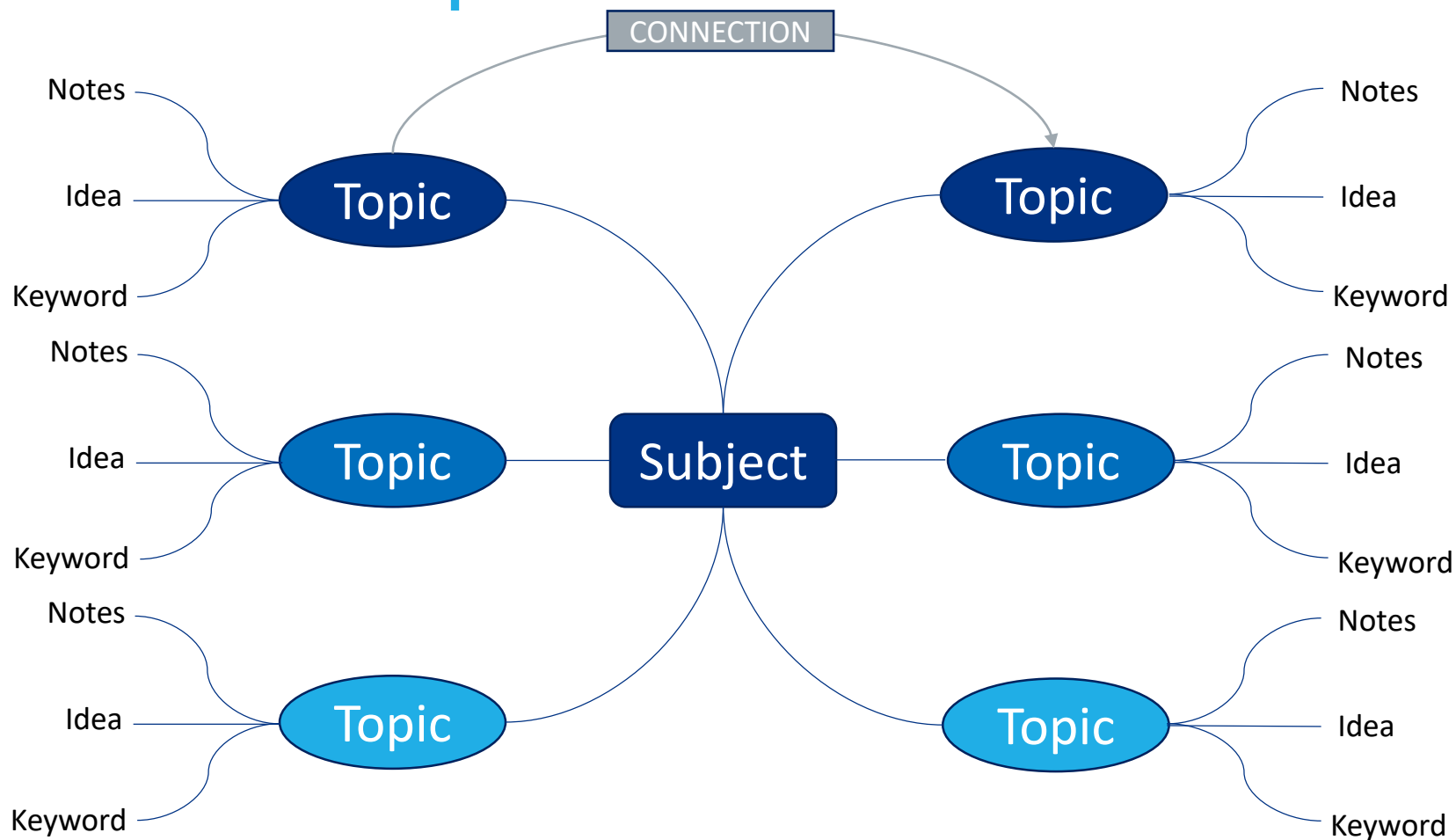


Identify the interviewees:

- Person(s) directly involved – key witness(es)
- Eyewitnesses
- Crew, company personnel, port officials, equipment designers
- Emergency response personnel
- Others

Prepare your questions

Interview roadmap





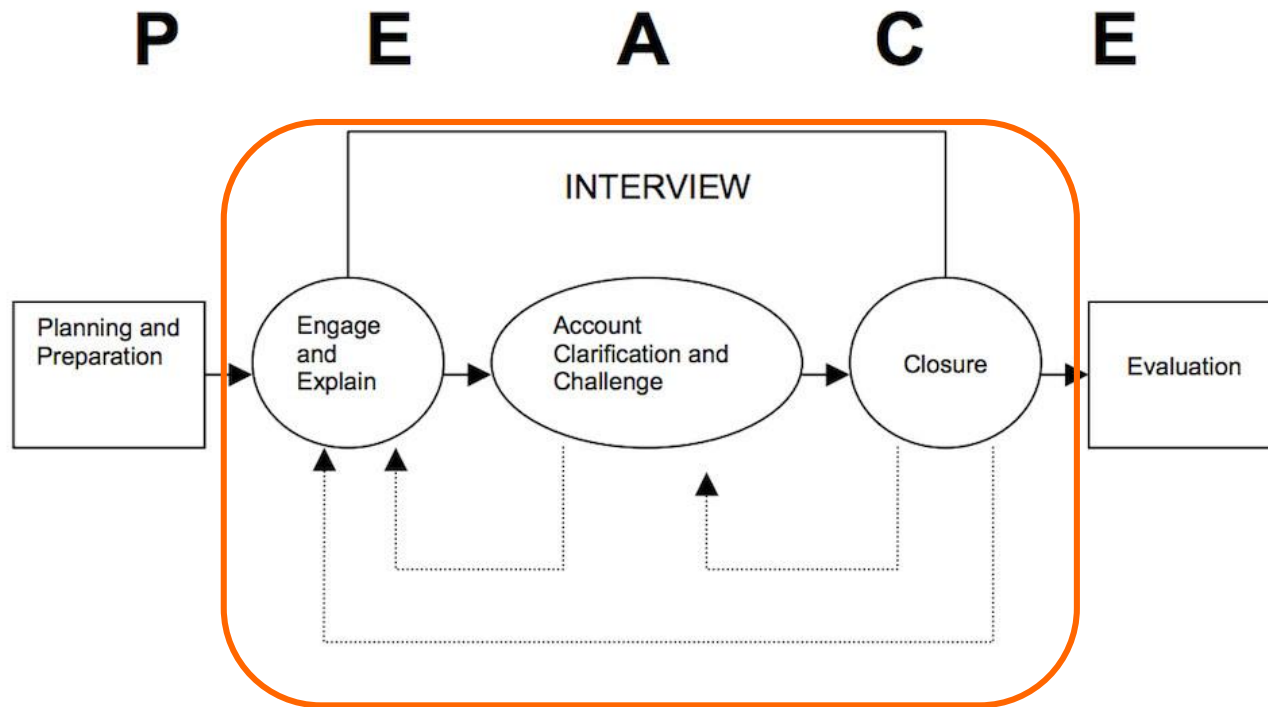
- Software
 - Hardware
 - Environment
 - Liveware
 - Liveware
-
- Guides your evidence collection



Make an interview road map

- Use our case: Case Grounding - Captain
- Define aim and the topics to be covered
 - Use the SHELL model
- Use the Template for interview road map
- Draft questions
- Use the handouts from module 7 as well

PEACE-framework



Objectives of the interviews



- Interviews are a (sometimes unreliable) source of information
 - Same goes for technical sources
- It is to the professional judgement of the investigator to determine the validity of the information
- Interviews and declarations are not leading in the analyses
- You as investigator are also subject to misinterpretations and other opinions.



3. Basic Skills

Basic Skills



- Giving information
- Emotional experience
- Recognizing lies
- Exploring events
- Go in depth and test

Step 1: procedure clarification



Giving information

- Clearly formulated
- Check if interviewee understands the information
- Seek contact at the knowledge level and needs of the interviewee

Procedure clarification

- Thank interviewee for time
- Introduce all the attendees and their role
- Name expected time needed for this interview, possibilities for breaks and structure of interview.

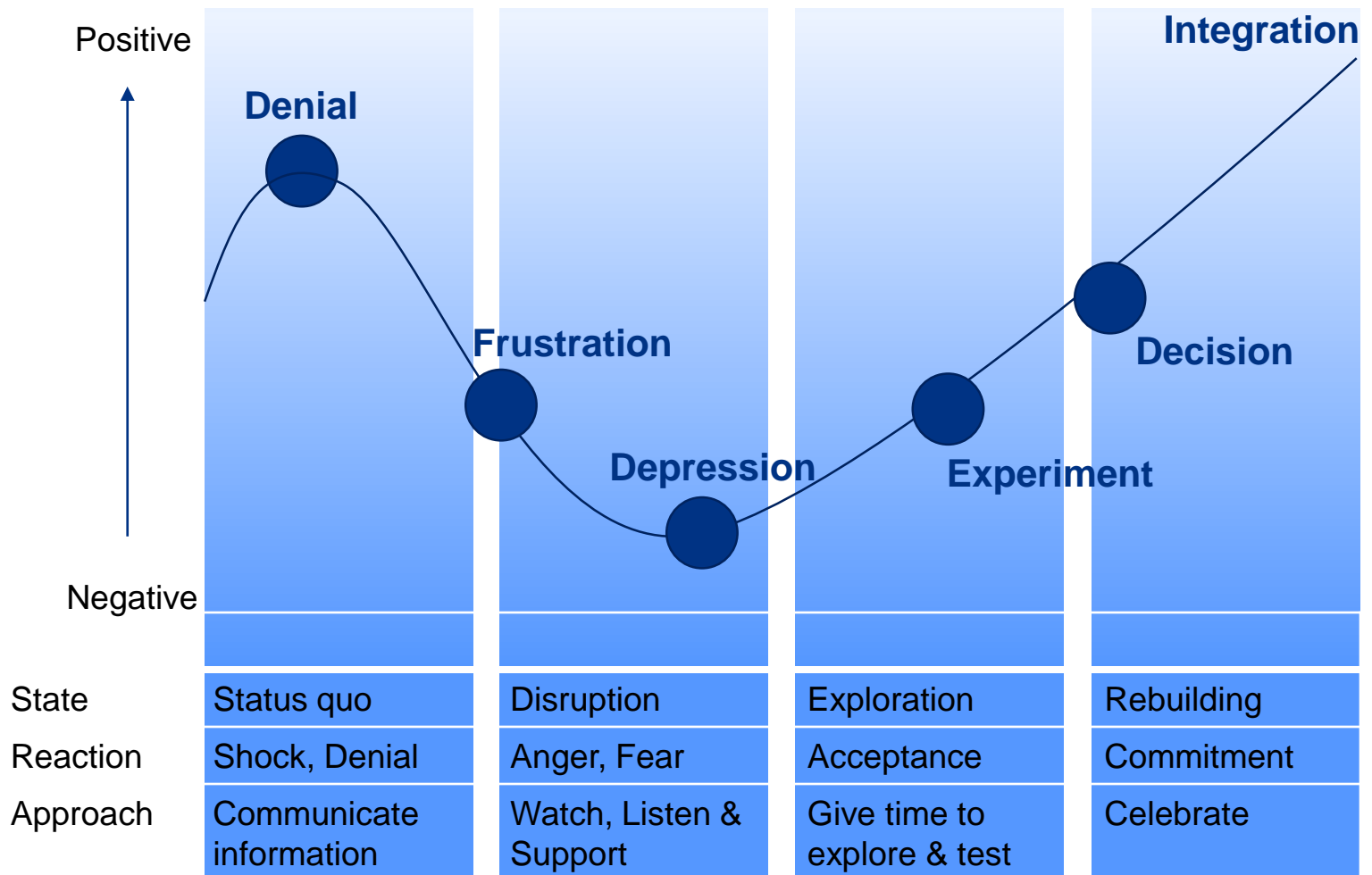
Step 2: check-in interviewee



Emotional aspects

- Try to understand the situation of the interviewee
- Keep questioning the incident as he/she sees it
- Keep questioning the incident analyses with interviewee to understand
- Focus on non-verbal behavior

The Kübler-Ross Change Curve



Step 3: Clarification investigation process



- Explain why you are investigating
- Explain the role of the interview in the incident investigation

Step 4: Interview



Introduce the goal of interview

- “This is a first interview to built up an overview of what happened and under what circumstances”
- This is an interview to gain in-depth knowledge of how this incident could happen”
- “This in an additional interview following our previous session, because we have some specific questions”

Step 5: Examine the event



Exploring elements

- Let the event describe within the set reference
- Open and non judgmental
- Basic questions: Focus on the WHAT and the HOW
- Use open questions to elicit explanations (use closed question carefully)
- Keep asking: “Can you tell me more about / what you mean exactly with..?”
- Recapitulate and phrase
- Nod and humming
- Silent periods: ask yourself why is the witness pausing?
- Extract the themes to be discussed in the next phase

Open and closed questions



Closed questions

- Did you closed the valve?

Open

- What is your normal procedure?
- How did you do it this time?
- Where there reasons for you to do it this way?

Open and closed questions



Tip for changing closed to open

- To what extend..?
- How..?

If your techniques are good, you can ask every question

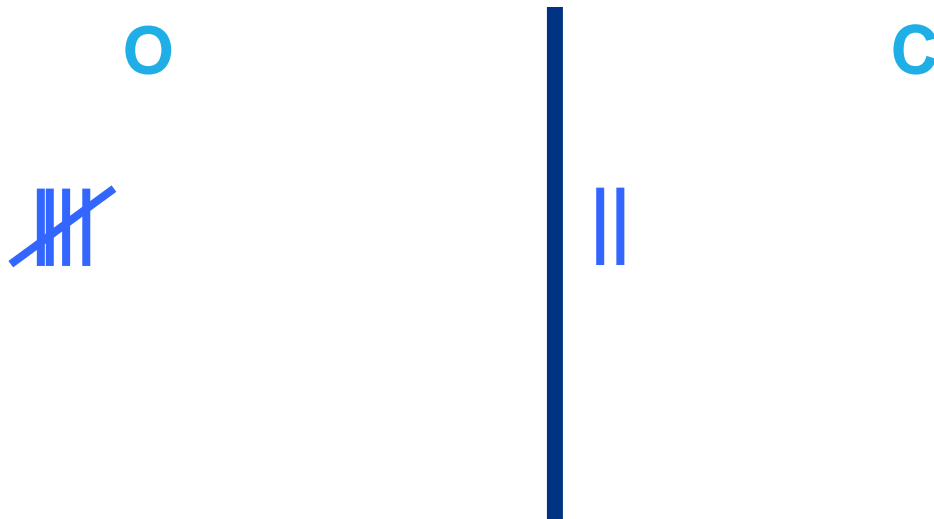
- Use open questions to pave the way for a closed question
- Funnel technique



- What is the maintenance procedure?
- How do you normally do this?
- What was different than normal?
- C** Did you close the valve?

Exercise

- Make pairs
- Think of a closed question you want to ask (write down)
- Ask an open question
- Respond to the answer with an open question
- Repeat 20 times before closed question



Parrot technique



Step 6: Questions per theme



Deepening and check

- Questions based on determined question sets
- Basic questions: Focus on WHY
- Go further until the basic cause is discussed
- Recapitulate in between at each theme



Case Grounding – Captain

- Define the sequence of questions

To avoid



- Options
- Hypothetical questions
- Marathons
- ‘Topic hopping’

Remember that the choice of words have impact on the obtained answers:

- “Do you always not wear your PPE?”



Passive lying

- Elusive answers, easy to do
- Missing details, over/understatement

Active lying

- Takes effort from the liar
- Look for inconsistency and contradictions

Step 7: conclude



To conclude the interview

- Recapitulate all themes, causes and recommendations as discussed.
- Check for correctness!
- Give time for questions and additions
- Discuss the follow up
- Thank interviewee



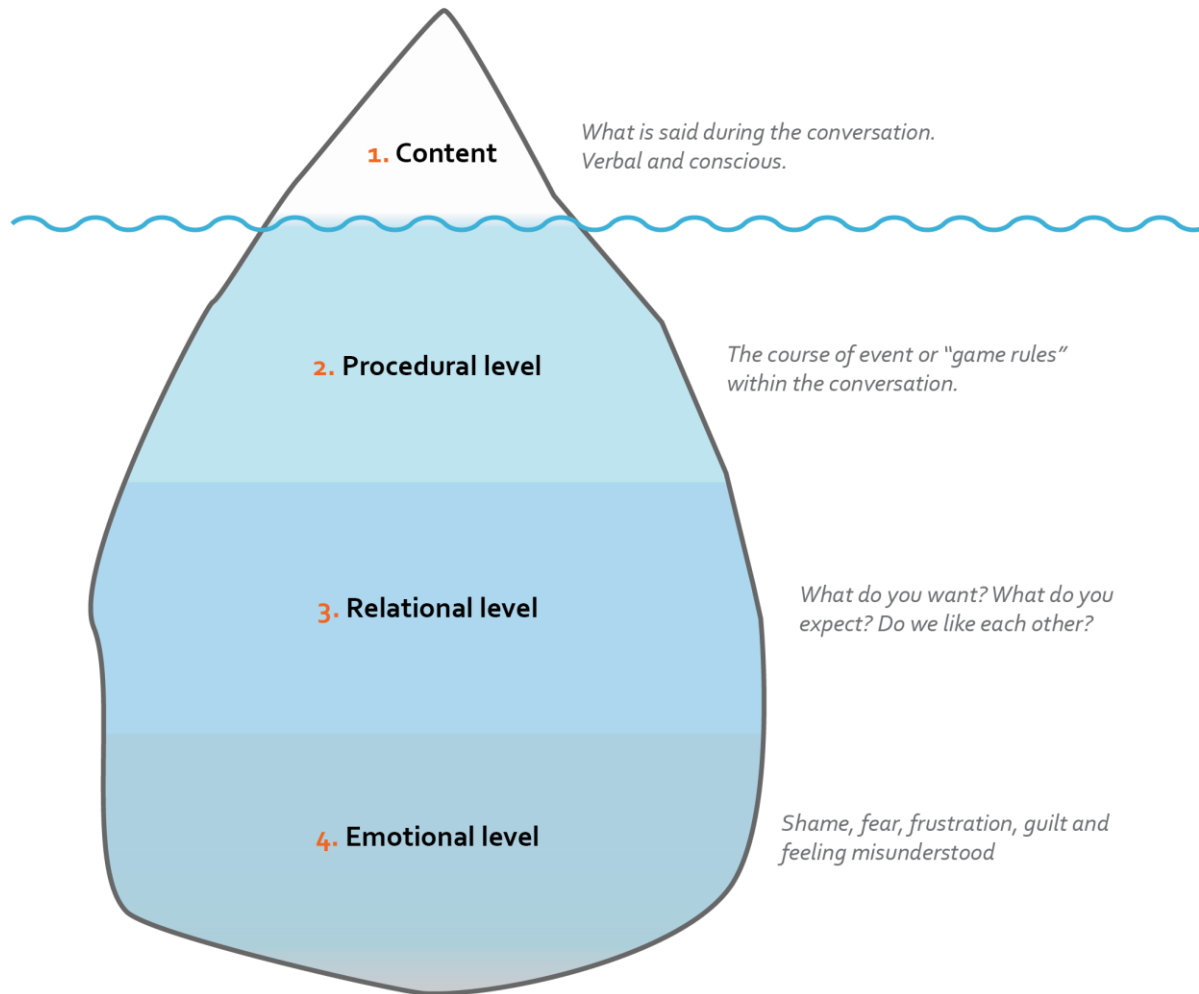
4. Safety during the interview



“Conversations between people become more efficient and in-depth, when people start to feel more safe. If someone does not feel safe he will speak from behind defending walls, consciously and subconsciously.”

- Guido Kwikkers

Iceberg model





5. Friction during the interview

How to deal with friction



1. Observe

*What behaviour do you see?
What do you feel yourself?*



2. Investigate

*What is going on here?
At what level is the tension felt?*



3. React

*Use your intervention at the level
and the origin of the tension*

How to deal with friction

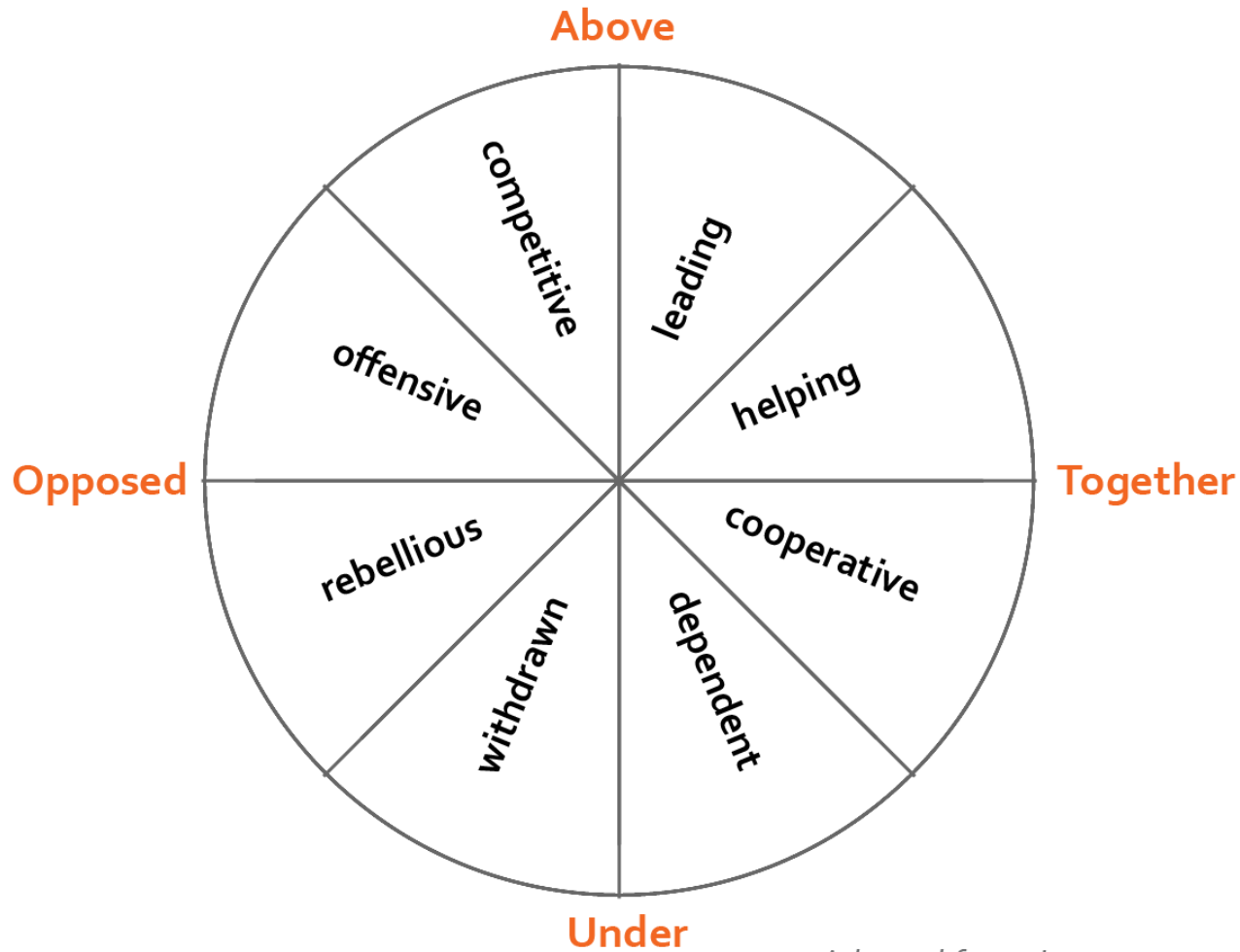


Level

Intervention

Procedural level	Explain procedure, purpose and consequences
Relational level	Attention to relation and trust
Emotional level	Question and allow for emotions

Rose of Leary



Adapted from: Leary

1. Observe



- What behaviour do I see?
- Where is the other on the Rose of Leary?
- What do I feel?
- Where am I on the Rose of Leary?

2. Investigate



- What might be going on here?
- Where does this behaviour originate from?
- At which level is the tension felt?

3. React



- Is my approach constructive?
- What is needed to reach the goal of the conversation?
- Which competences can I use to get to the goal of the conversation?

Open conversations techniques



- Express what you see
- Be explicit in questioning what the problem is
- Open questioning, be concrete
- Reiterate, reflect on feelings, phrase
- Acknowledge what the other experiences
- Meta-communication



- Stay positive
- Give compliments
- Attached a next questions
- “**Thank you** for this explanation, this is really helpful for us. Since **you are the expert**, can you elaborate further on the valve closing procedure?”
- “**I appreciate your openness**, can you tell me more about ship culture?”



After a critical question

- **Compliment:** *“From your question I hear you have high values regarding your privacy.”*
- **Short answer:** *“To answer your question, this interview is not going to be shared with your employer”*
- **Next step:** *“do you have other questions regarding this interview?”*



Example

- **I see** you are getting emotional talking about this, am I right?
- **I believe** we should talk about what this accident did to you first.
- What do **you** think?

When with > 2 investigators



No question
Keep going



I have a question
Leave silence

Seating – 90 degrees



Power of silence



- People can't stand silence
 - Start to talk automatically
- Use silence:
 - When there is emotion
 - After questions where you expect more details
 - To prevent 'firing questions'
 - Gives you time to think!

6. Case study

Exercise



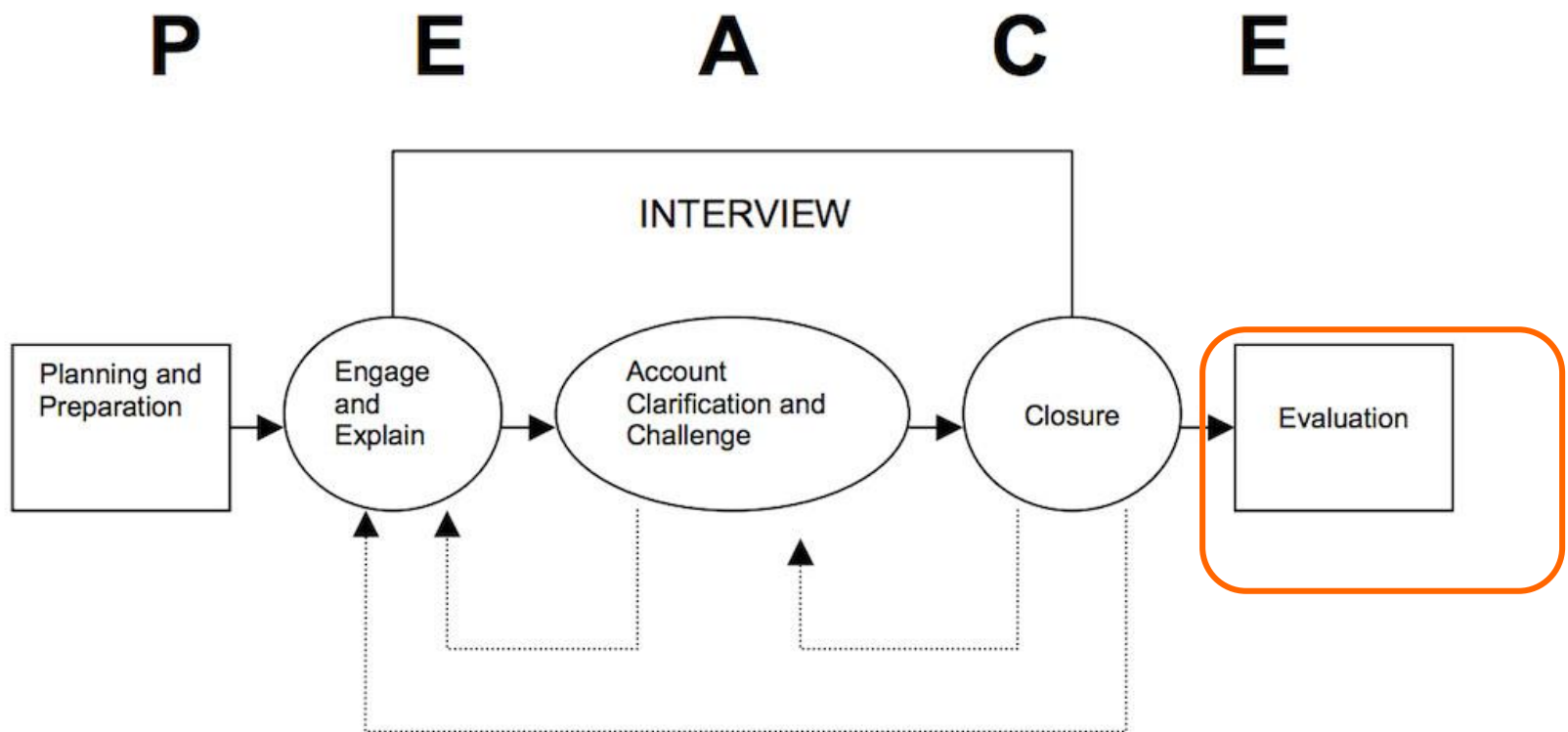
- Use the theory in practice, practice new behavior
- Use interview roadmap you made
 - Or use the questions provided
- Role actor: react on what happens
- Role observer: what is going well, what can be improved?

Case Grounding Captain



- Teams of three: interviewer, witness, observer
- 10 mins reading / preparations
- 10 mins practice
- Discuss

PEACE-framework





7. Debriefing and conclusion



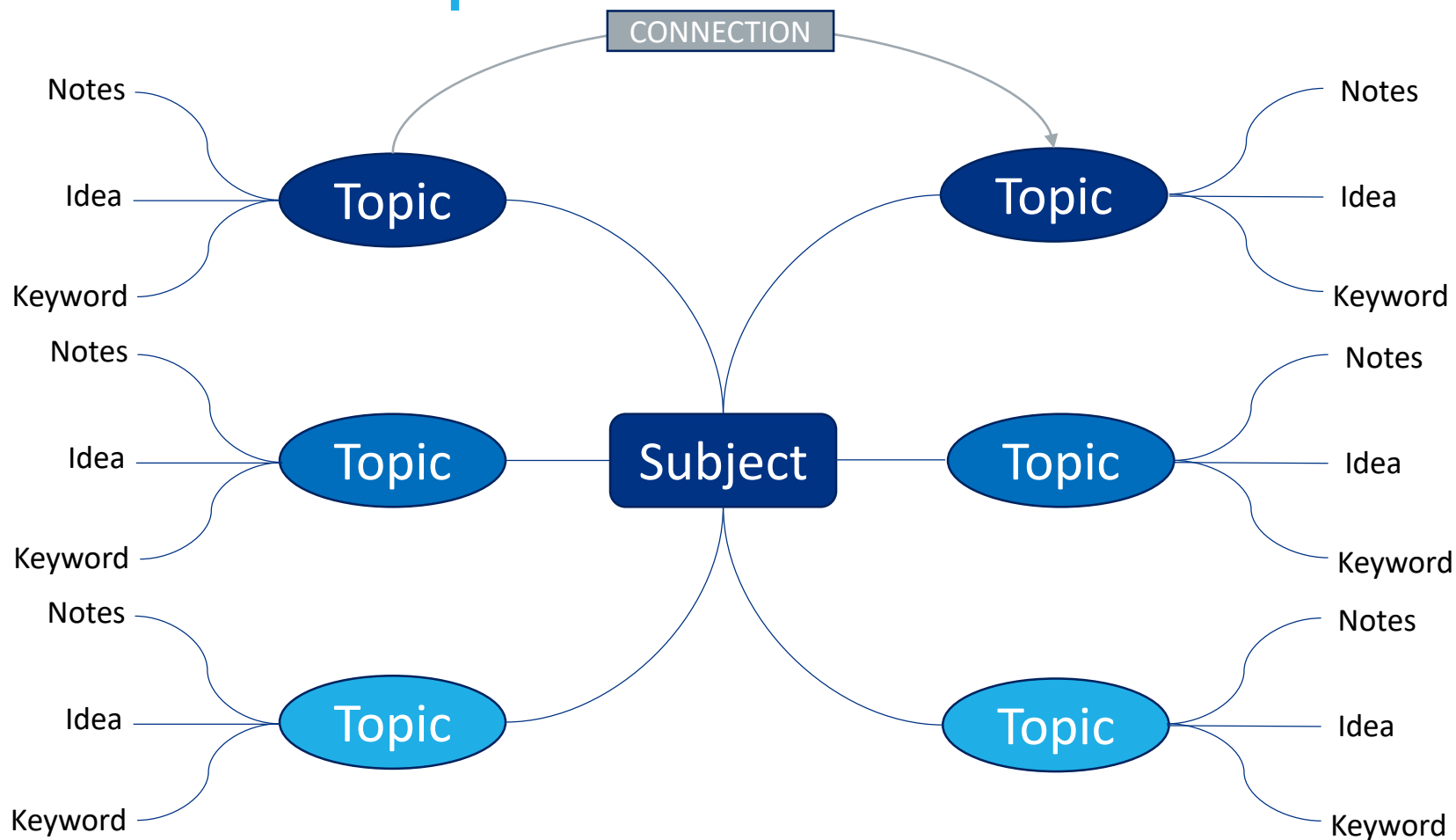
- Compare your information with other sources
- Does the witness information contradict or support hypothesis?
- Can you find other evidence that support/contradict statements made by the witness?
- Give a weight to the accuracy and reliability of the witness.

Recap

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Recap

Interview roadmap



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3. React

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Thank you for your attention!



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