

Critical Incident Analysis

Outline of Process and Documentation

A. Background

A brief 1-2 paragraph outline of the essential background to and context of the incident. Questions may be asked by the team to gain clarity. (3-4 mins to outline, notes given out)

B. Description of the incident

1-3 paragraphs to describe the incident itself. It is important to stick closely to events and facts without analysis or reflection (that comes later). (6-7 mins to share with the group allowing for questions of clarity). A and B are presented together (10 mins)

C. Group analysis

The group takes 25 mins to explore the situation from their own objective viewpoint. The purpose of this is to bring to the discussion as many alternative questions, issues and insights as possible.

D. Presenter's analysis

The presenter reflects on the core issues as they were seen at the time and brings a personal analysis of the situation. The presenter reflects on the basis of their thinking, decision making, actions and approach to the situation. (10 mins) (This is documented in 2-3 paragraphs and kept folded over until item 3 is complete.

E. Outcome / resolution

The resolution or outcome of the situation is shared in context of its impact on the consultancy as a whole. (2-3 mins) (1 paragraph)

F. Reflection

The group collectively reflects on what principles or practices of consultancy were highlighted in this incident and what can be learnt from it. (10mins)

G. Theological Reflection

The presenter concludes with a reflection on the incident from a theological or spiritual perspective. What reflection did this incident cause ... on God, redemption, sin, healing, ministry, Christian leadership or care. (1 paragraph, 2-3 minutes).

Writing up the incident

1. The incident is documented under the headings A, B, D, E, G above (Can be renumbered 1-5)
2. Generally 1 - 2 paragraphs for each point should suffice.
3. This must be completed on **1 A4 page** with copies for everyone.
4. Use enough detail in A and B for the team members to be clear about the facts without providing interpretation.
5. Fold the paper from the bottom up so that only points A and B are visible at the top and D, E, G are hidden under the fold. These will be revealed during the process.