

## Program Sheet

# INCIDENT INVESTIGATION



## Using Visual Literacy to Improve the Quality and Accuracy of Information Gathered Post-Incident



*This module includes group exercises that take participants through the process of effectively piecing together various elements of an incident without the interference of cognitive biases.*

### Understanding Biases and Their Impact on Incident Management

Investigating incidents and near-misses can easily become a biased exercise. Common biases include overconfidence bias, availability bias, confirmation bias, status quo bias, and implicit prejudice. For effective investigations to produce meaningful outcomes, your employees need to understand various cognitive biases, be aware of how easily they crop up, and learn to recognize and discount them for clarity and accuracy.

### Learning to See the Big Picture

Details of an incident are critical to understand, but we also need to See the Whole Picture™ – how everything works together. Participants learn how to piece together the Big Picture of an incident using the 5 Whys to understand what happened and the causes of the incident.

// PEOPLE OFTEN  
**SEE WHAT THEY EXPECT  
TO SEE, AND HEAR  
WHAT THEY EXPECT  
TO HEAR.** //

Harper Lee – *To Kill a Mockingbird*

## Visual Literacy Benefits



Mitigate  
Biases



Improve  
Communication



Improve  
Visual  
Effectiveness



Improve  
Investigation  
Quality

### Do these problems seem familiar to you?

Find out more about this leading-edge and innovative approach to a fundamental safety problem. Contact our team, schedule an overview, or read more at:

 (+1) 567-343-1405  [covectr.com](http://covectr.com)

## Enhancing Communication Skills

Incident management demands that we have the communication skills to share what we have discovered with others. Communication is a two-way street, and we need to be sure the person or people receiving the information possess the correct understanding. This module also teaches the 4 C's of Communication: context – give the big picture; content – give the facts; check understanding; and confirm next steps. Interactive sessions allow participants to practice the communication skills they learn to effectively investigate and manage incidents.

### Participants will:

- Recognize and mitigate the effects of bias on incident management
- Apply Visual Literacy techniques to improve the quality and completeness of information gathered post-incident
- Actively solicit others' perspectives to analyze incidents
- Analyze others' communication styles and adapt the message to the audience
- Use the Visual Literacy language to enhance communication

## About COVE: Center of Visual Expertise, from the Toledo Museum of Art

COVE has developed a rigorous approach to helping people in Seeing the Whole PICTURE™. This methodology comes from years of study and teaching in the world of art. While the connection between the art world and industry may not be immediately obvious, we have developed a deep understanding of the application of Visual Literacy to safety through our partnership with the Campbell Institute at the National Safety Council and our industry partners, including Owens Corning, Cummins, United Rentals, DTE, and others.