

THE EFFECTIVE INVESTIGATOR



HSE InternationalTM
Building a safer workplace together

THE EFFECTIVE INVESTIGATOR	10 ATTRIBUTES	THE INEFFECTIVE INVESTIGATOR
Follows a proven and respected methodology, maintains high standards, moral values and only uses information validated as fact. Refrains from premature conclusions.	INTEGRITY AND ETHICS	Deviates from methodology and standards to obtain information often to align with a predetermined outcome.
Must remain neutral and no bias towards the findings. Does not judge, criticize, show anger be flippant, etc about people, organizations or other findings.	CONTROL OF EMOTION	Gets too close to the situation and shows personal judgement or opinions on matters identified. Can lead to conflict.
Uses thorough interview techniques, requests for information and report writing to clearly and concisely convey the incident details, causes and outcomes to the relevant audience.	COMMUNICATION	Does not use adequate verbal and written communication leading to inadequate information and findings thus leaving the report not clear with insufficient outcomes.
Defines the scope and terms of reference for the investigation and adheres to standard process. Understands the law and its application to the process.	GOVERNANCE AND COMPLIANCE	Looks at the incident in broader terms and makes decisions based on perception rather than standard process to deliver an outcome. Deviates from process for personal gain.
Takes all information provided and validate its relevance to the investigation and, where relevant, be inclusive of this information into the process and make any changes necessary however always maintaining integrity of process.	ADAPTATION	When information obtained appears too hard to interpret, validate as fact, or not align with any predetermined outcomes ignore this information.
The need to find out more. Ask the whys. Does not settle for "the obvious" and seeks to look deeper into the matter.	EXPLORE AND RESEARCH	Sometimes takes the quick and easy way to settle on the information given. Relies upon only superficial information.
Understands the valid data. Able to connect and logically interpret data to deduce the findings. Looks beyond "the obvious".	CRITICAL THINKING AND PROBLEM SOLVING	Does not probe deeply into the matter and settles for "the obvious." Takes information as it is conveyed and not connect other relevant information or ideas to see the bigger picture.
Identifies, acknowledges and addresses all information appropriately. Does not leave matters hanging.	ALERT AND RESPONSIVE	Does not carry out tasks in a timely manner and with poor communication. May lead to leaving key information out of the investigation.
Information is not always forthcoming easily so determination and commitment are the basis to achieve the result.	PERSISTENCE	If it is too hard then does it matter?
The right skills are identified and utilised for the right areas.	TECHNICAL SKILLS	Relies upon documented information as opposed to combining with the practical application.