PEOPLE
Leading and Managing

Critical Incident Analysis tool

HOW TO

This **Critical Incident Analysis tool** will enable you to reflect more deeply about a specific leadership experience by using a reflective model designed to help you evaluate your performance.

Set aside time to think and focus away from any distractions (for example put your phone on silent and turn of the television/ radio).

Pick one specific leadership situation on which you would like to reflect. The situation does not need to be a major event. For example, it could be a conversation, a meeting you chaired, or a project you completed involving others.

Starting at the top with **Description**, work around the self-reflection model clockwise writing your answers in the boxes provided as you do so.

STEPS

1) **Description**: write a brief description of the event or experience.
2) **Feelings**: how did you feel before, during and after the experience? Write a short descriptive account, not an evaluation or analysis (this comes next).
3) **Evaluation**: describe the positive and negative aspects of the experience. You can include positives and negatives of others in your team but try to focus mainly on yourself.
4) **Analysis**: why was the experience positive or negative?
5) **Conclusion**: what have you learned from the experience?
6) **Action Plan**: what specific actions will you take to build on your knowledge or skills?

6) What actions will help you as a result?
(These could be follow-ups to this incident, personal development, or preparation for future events.)

1) Where and when did this take place?
(Describe the background to the event.)
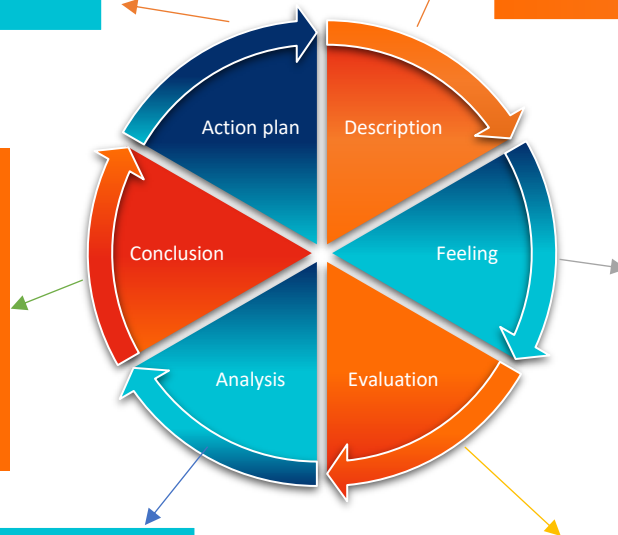
5) What **three** things can you learn from this experience?

2) How did you feel about it?

Before:

During:

After:

4)

a) Why did those aspects go well?

b) Why did those aspects not go so well?

3)

a) What aspects went well?

b) What aspects could have been better?

Action plan

Description

Conclusion

Feeling

Analysis

Evaluation