



Federal Aviation
Administration

Considerations in the Investigation of Incidents:

Preparation for an Effective Interview

Presented to: **Air Traffic Incident Analysis Workshop**

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ATS Incident Analysis Group



Factors to consider prior to conducting an interview

- The room
 - Potential distractions
 - Privacy
 - Comfort
- Physical/Mental State of the interviewee
 - The magnitude of the event
 - Have they worked since the event?
 - Have they had the opportunity to discuss the event with anybody?
 - Where are they/you in the Just Culture process?



Investigative Team Expectations

- Set the ground rules for your team
 - Clarify unacceptable areas of questioning
 - Define when they should ask questions and when they should not
 - As a minimum the team should be made up of 2 investigators
 - Avoid large teams; can be intimidating
 - Assign who is responsible for taking notes
 - Build in time to review the team's notes immediately after the interview concludes



Physical Surrounds for an Interview

- Size/comfort of the room where the interview is conducted. It should be well lit.
- Eliminate potential interruptions
- Is there a table?
- What shape is the table?
- Where is the interviewee seated?
- If they have representation/support, where is that person seated?
- Is the set-up presented for a conversation or an interrogation?



Mental State of the Interviewee

- What is the age and maturity of the interviewee?
- What is their experience level?
- Is this their first incident?
- Where are they/you in the Just Culture process – are they a “willing” interviewee?
- What other witnesses were there to the event?
- What impact could peer pressure have on a successful interview?



End-of-Lesson

