

Critical Incident Report

A critical incident can be a personal involvement that may have caused increased anxiety in you. On the other hand, it may be an incident that was exceptionally heartwarming and gratifying. In any case, it should be something that can be marked as a “high point” or the “low point” of the week in your field work.

Developing a critical incident report is a helpful way of identifying your learnings from the situation. Sharing the report with your Learning Facilitator (or Local Committee) is often a helpful way to explore the incident in a focused way and to receive concrete feedback on your involvement in the situation.

1. Describe the incident, happening or involvement as best you can.
2. Attempt to describe any emotions you perceived in others.
3. Describe your own personal feelings about the situation.
4. If the incident is a “low point”, attempt to state the problem as you see it. If the incident is a “high point”, attempt to see why. In other words, attempt to unpack your assumptions and expectations related to the incident.
5. Record all verbal interchanges in verbatim form.
6. Record all observations of nonverbal communication (i.e. facial expressions, gestures, movement of hands, posture, anything).
7. If it was a “low point”, list all of the other ways your might have handled it. If it was a “highpoint” state any new insights or growth you perceive in the situation.

Attempt to cover as many of the above areas as you can.