Critical incident analysis

Employers often ask if you can give details of an important event or experience that had a major impact upon your life or work. This is sometimes referred to as a ‘critical incident’. In particular, they are looking to see what kinds of things you regard as important (your values), how well you managed transition and change, or how well you learn from experience.

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| Context: brief details of the critical incident; what happen, where and when? |
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| My role in the incident. What I did. |
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| My immediate response to the incident. How I coped |
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| How I made use of the advice and feedback from other people |
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| The longer-term impact of the incident upon my life or work. How important was this incident in the grand scheme of my life. What changed? |
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| Positive outcomes for me or for other people. |
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| What lessons I learned from this occasion. |
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| How I applied what I learned to new situations. |
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| The impact of the incident upon my values, beliefs, attitudes and motivation. |
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| Personal considerations and comments. |
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