

# EAP Incident Observation & Reflection Guide

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## Purpose

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This document supports **structured observation and reflection** during and after a production incident.

Staff-only for observation.

Reflection questions may be partially shared **after** the incident.

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## Observation checklist

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### Decision-making

- Who takes initiative?
  - Are decisions explicit?
  - Is risk discussed?
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### Process adherence

- Are Scrum and DevOps agreements respected?
  - Is there panic or structure?
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### Communication

- Internal team communication;
  - External stakeholder communication.
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### Quality focus

- Testing under pressure;
  - Rollback considerations.
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## Interpersonal Conflict (NEW)

**When team members have conflict about decisions, roles, or communication:**

**Observe:**

- Nature of conflict (technical disagreement, role conflict, personal tension)
- How do parties communicate? (direct/indirect, mature/defensive)
- Does anyone take informal "lead" role inappropriately?
- Communication medium used (face-to-face, chat, email, passive-aggressive)

- Emotional regulation (calm discussion vs. heated argument vs. withdrawal)
- Willingness to listen to other perspectives

**Staff Intervention:**

- What coaching was provided?
- Did staff solve it or coach team members to solve it themselves?
- Was face-to-face communication enforced for emotional topics?
- Was team member given ownership of resolving conflict?

**Resolution:**

- Did parties have the difficult conversation?
- What was the outcome?
- What did team members learn from the conflict?
- Did resolution improve or harm team dynamics?

**Staff Reflection:**

- Did I maintain appropriate coaching boundaries?
- Did I coach autonomy or create dependency?
- Was my intervention too much or too little?
- What would I do differently next time?

**Follow-up Needed:**

- ☐ Yes - check in next week
- ☐ No - resolved and closed

**Confidentiality:**

This section remains **strictly confidential** (staff only).

Do not share specifics with other team members without explicit permission from involved parties.

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## Reflection (post-incident)

Suggested questions:

- What happened?
- What information was missing?
- What trade-offs were made?
- What would you do differently next time?

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## Staff notes

Capture observations objectively.

Use them to support individual and team feedback.