

EAP Incident Observation & Reflection Guide

Purpose

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.

Observation checklist

Decision-making

- Who takes initiative?
- Are decisions explicit?
- Is risk discussed?

Process adherence

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

Communication

- Internal team communication;
- External stakeholder communication.

Quality focus

- Testing under pressure;
- Rollback considerations.

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.

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.