

CRITICAL INCIDENTS WORKSHOP GUIDE

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1. Introductions – name, department, and what do they hope to get out of the workshop. Write what they want to get out of the workshop on the whiteboard.
2. Introduce the critical incident and briefly state what it is about.
3. Ask participants to pay attention and make notes about the behaviour of each actor within the scene, issues and solutions raised by the actors, and communication behaviours (are they direct, attentive, dismissive, etc). Break participants into groups and have each group concentrate on one actor.
4. Show critical incident.
5. Split participants up into groups. Have each group use one white board or flip chart paper to write down what they noticed about their actor. Afterwards, regroup and have one member of each group summarize what they noticed about the actors using their white board or flip chart paper as a reference.
6. Ask, what would happen next in this critical incident? Write down on board.
7. Give participants some reflection time to write down a similar incident, and then ask for volunteers to share their scenarios. If the scenarios are particularly sensitive someone may not choose to share it.
8. Hand outs could be supplied that address the issue under discussion. For example, ethical principles of teaching. Relate what has been discussed with the ethical principles and do any relate?
9. Play critical incident again.
10. What changes could be made to this interaction? What questions could have been asked but were not?
11. Ask each participant how they would use these solutions in the future to solve the situations they brought up earlier. This could be done as a re-enactment.
12. Check the list of what participants wanted to get out of the workshop to make sure each was addressed.