

# SEEK

Social psychology **E**vent **E**xploration **K**nowledge

## Understanding and Investigating Events and Incidents

A Unit as part of the Risk Maturity Program



CONTACT

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## Introduction

The Human Dimensions SEEK (Social psychology Event Exploration & Knowledge) Program is an event investigation program based on the foundations of a social psychology of risk.

The program is unique as it applies the key principles of the social psychology of risk to the way events are investigated. The Program assumes that events and investigations are conditioned by social arrangements and that social arrangements are a significant determinant on decision making and behaviours.

The SEEK program adds value to already existing incident investigation strategies and complements traditional strategies with adding a strong focus on:

- The bias of the investigator
- The decision making of the participants
- Social arrangements
- Culture of the organization and,
- Human contributing factors to events



Figure 1. The Human Dimensions Risk Maturity Matrix

## Content

The SEEK unit course content is outlined as follows:

1. Knowing self, bias and subjectivity
2. Causality, attribution, fundamental attribution error and projection
3. The nature of events and incidents
4. The human factor - perception, fallibility and blame
5. Understanding defensiveness, reaction formation and denial
6. Complexity, systems and confusion
7. The nature of investigation
8. Finding facts, faults and fiction
9. The rationale for investigation
10. Orthodox investigation models
11. Investigation, culture and social psychology
12. Workspace, headspace and group space
13. Case studies in event and incident investigation  
eg. Daney Cheney (John Hollands), Canberra Hospital Implosion, Kenoss Contractors Fatality, Beaconsfield Tragedy and Verbruggen disaster
14. Effective questioning (Verbal, Spacial, Digital, Discourse Intelligence)
15. First on the scene, understanding methodologies
16. The problem of assumptions – neither counselor nor detective
17. Who am I, the investigator? Disclosure and confidentiality.
18. Investigation iThink tools (iThink quadrant, SWOT mapping, concept mapping)
19. Investigation and interview strategies and methods
20. Reporting

## Expected Outcomes

By the conclusion of the unit participants will:

1. Better understand themselves and the role and subjectivity of event and incident investigation.
2. Develop skills in causation sifting and understanding causation bias.
3. Learn about the foundations of social psychology and its contribution to event and incident investigation
4. Study the Danny Cheney case and what happens when investigations are distorted and unprofessional.
5. Develop skills in perception and defensiveness detection.
6. Learn skills of temperament type and engaging others in investigations.
7. Understand how culture impacts on events and investigation.
8. Develop effective questioning skills and interviewing techniques that support a social psychological approach to event investigation.
9. Be equipped with a range of Human Dymensions tools to better manage event and incident investigations.
10. Develop strategies to incorporate social psychological perspectives in report writing.



## Format

The nature of the program is premised on the importance of discovery in learning. Therefore, the program includes discovery learning in the format and experiential learning strategy of the program. The program has a variety of input including: experiential learning, case studies, interactive activities, lecture, in-class practice, walks, micro-training exercises and reflections.

## Deliverables

As part of the SEEK Program participants receive the following tools to assist with the development of event investigation skills, these are:

1. Training manual
2. Program thumb drive
3. A Temperament Indicator
4. SEEK Program Tools
  - Self Perception Tool
  - Temperament Listening Tool
  - Risk Maturity Matrix Tool
  - Conversation iCue Tool
  - Dialogue Dos and Don'ts Tool
  - Workspace, Headspace, Groupspace Tool
  - iThink Clock Tool
  - HD Quadrant Mapping Matrix
  - Your Talk Matters Tool
  - SEEK Tool
  - Culture Cloud Tool
  - Your Talk Matters Tool
  - Visual and Spacial Literacy Tool
  - CVF Tool
  - Learning Styles Tool
  - Open Question iCue Tool
  - Wicked problems Tool
  - Goal Setting Tools

# Program Structure

## Day 1

Session	Focus/Activity	Outcome/Tool
1	<ul style="list-style-type: none"> <li>Introduction – Looking at the world through the lens of social psychology</li> <li>Review One Brain Three Minds &amp; WALK_TALK</li> <li>Risk and safety comparative matrix of traditions and biases</li> </ul>	<ul style="list-style-type: none"> <li>New perspectives on self, worldview and others</li> <li>What is Social Psychology and Psychosocial Perspectives about. Handouts.</li> <li>1B3M Tool</li> </ul>
2	<ul style="list-style-type: none"> <li>Understanding self and others</li> </ul>	<ul style="list-style-type: none"> <li>Majors 16 PTI</li> <li>McGinnis 'You've Got Personality'</li> </ul>
3	<ul style="list-style-type: none"> <li>Understanding self and others</li> </ul>	<ul style="list-style-type: none"> <li>Workshop exercises</li> <li>MBTI Tools</li> </ul>
Break		
4	<ul style="list-style-type: none"> <li>Temperament Understanding</li> </ul>	<ul style="list-style-type: none"> <li>Temperament listening class</li> <li>Temperament listening site walk</li> <li>Temperament Listening Tools</li> </ul>
5	<ul style="list-style-type: none"> <li>Debrief</li> </ul>	<ul style="list-style-type: none"> <li>Skill development</li> </ul>
Break		

Session	Focus/Activity	Outcome/Tool
6	<ul style="list-style-type: none"> <li>Review - bias, subjectivity and learning disposition</li> <li>Learning styles</li> </ul>	<ul style="list-style-type: none"> <li>Perspective – neither counselor nor detective</li> <li>Learning styles</li> <li>Learning Styles Tool</li> </ul>
7	<ul style="list-style-type: none"> <li>Understanding Workspace, Headspace and Groupspace</li> <li>Review conversation iCues</li> </ul>	<ul style="list-style-type: none"> <li>Workshop observation exercises</li> <li>WS, HS, GS Tool</li> </ul>
8	Close and review	





# Program Structure

## Day 2

Session	Focus/Activity	Outcome
1	<ul style="list-style-type: none"> <li>• Maturity matrix</li> </ul>	<ul style="list-style-type: none"> <li>• Risk Maturity Matrix Tool</li> </ul>
2	<ul style="list-style-type: none"> <li>• Understanding defensiveness and cultural patterns</li> <li>• Understanding motivation</li> </ul>	<ul style="list-style-type: none"> <li>• Interpreting filters and scripts that limit investigation – culture and climate</li> <li>• Understanding assumptions and limitations</li> </ul>
3	<ul style="list-style-type: none"> <li>• Transactional Analysis</li> <li>• Open questions, effective questioning skills</li> <li>• Disclosure and confidentiality</li> <li>• Telling you what you want to hear</li> </ul>	<ul style="list-style-type: none"> <li>• Temperament tool</li> <li>• Perception tool practice</li> <li>• Open Question iCue</li> <li>• Your Talk Matters Tool</li> <li>• Dialogue Dos and Don'ts Tool</li> </ul>
Break		
4	<ul style="list-style-type: none"> <li>• First on the scene, what to do.</li> <li>• Checklist bias</li> <li>• Case studies and complexity</li> <li>• The Danny Cheney presentation</li> </ul>	<ul style="list-style-type: none"> <li>• Danny Cheney Case Study</li> <li>• How all strategies are biased</li> <li>• Choice of bias and ethical trajectory</li> </ul>

Session	Focus/Activity	Outcome
5	<ul style="list-style-type: none"> <li>• Interview techniques</li> </ul>	<ul style="list-style-type: none"> <li>• Video Exercise 1</li> </ul>
6	<ul style="list-style-type: none"> <li>• Unconditional Positive Regard</li> <li>• Suspending agenda</li> </ul>	<ul style="list-style-type: none"> <li>• Orientation and perspective practice</li> <li>• Detecting style and approach</li> </ul>
Break		
7	<ul style="list-style-type: none"> <li>• Video review</li> </ul>	<ul style="list-style-type: none"> <li>• Strategy formation and hidden methods</li> </ul>
8	<ul style="list-style-type: none"> <li>• The nature of events, emergence and wicked problems</li> </ul>	<ul style="list-style-type: none"> <li>• Dekker case study and introduction to wicked problems</li> <li>• Wicked Problems Tool</li> </ul>
9	Close and Implementation	

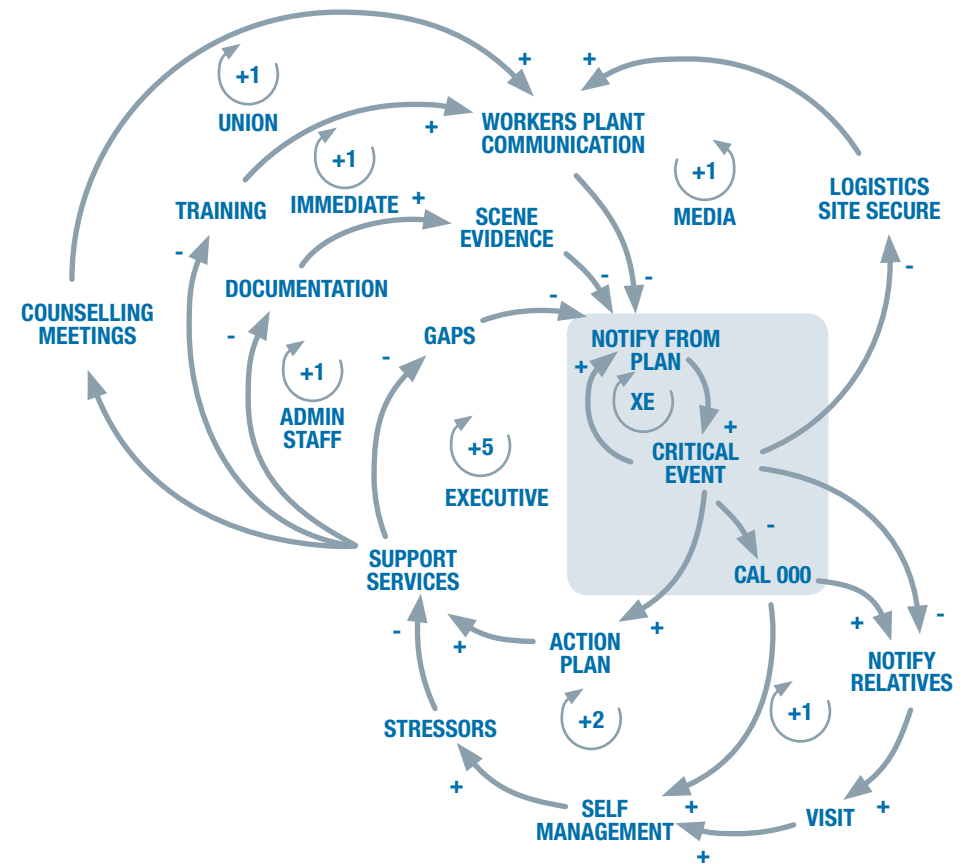


# Program Structure

## Day 3

Session	Focus/Activity	Outcome
1	<ul style="list-style-type: none"> <li>Biases and affects, a social psychological understanding of decision making</li> </ul>	<ul style="list-style-type: none"> <li>Genovese Effect</li> <li>Obedience</li> <li>Stanford Experiment</li> </ul>
2	<ul style="list-style-type: none"> <li>Visual, verbal, spacial, text (discourse) and unconscious literacies</li> <li>Understanding competing values</li> </ul>	<ul style="list-style-type: none"> <li>Camera still pic exercise</li> <li>Visual Spacial Literacy Tool</li> <li>Culture/Social Psychology Audit Tool</li> </ul>
3	<ul style="list-style-type: none"> <li>Picture Review</li> <li>Listening and observing bias</li> <li>Response exercise</li> </ul>	<ul style="list-style-type: none"> <li>Review Framing</li> <li>The language and discourse of investigation</li> </ul>
Break		
4	<ul style="list-style-type: none"> <li>Critical Thinking</li> </ul>	<ul style="list-style-type: none"> <li>iThink Tool</li> </ul>
5	<ul style="list-style-type: none"> <li>Critical Thinking</li> <li>SWOT Mapping</li> <li>Understanding Goal Setting</li> </ul>	<ul style="list-style-type: none"> <li>iThink Exercise</li> <li>Goal Setting Tools</li> </ul>
Break		
6	<ul style="list-style-type: none"> <li>Causal Loop Mapping</li> </ul>	<ul style="list-style-type: none"> <li>Causal Loop Mapping Exercises</li> <li>Understanding Wickedity</li> </ul>
7	<ul style="list-style-type: none"> <li>Causal Loop Mapping</li> </ul>	<ul style="list-style-type: none"> <li>Causal Loop Mapping Exercises</li> </ul>
8	Close	

Figure 2. Causal Loop Mapping



# Program Structure

## Day 4

Session	Focus/Activity	Outcome
1	<ul style="list-style-type: none"> <li>The nature of investigation</li> <li>Events and incidents</li> </ul>	<ul style="list-style-type: none"> <li>Talking about event investigation – facts, fault and fiction</li> </ul>
2	<ul style="list-style-type: none"> <li>SEEK iCues</li> </ul>	<ul style="list-style-type: none"> <li>Using the SEEK iCues</li> <li>Video Exercise 2</li> </ul>
3	<ul style="list-style-type: none"> <li>Video Debrief</li> </ul>	
Break		
4	<ul style="list-style-type: none"> <li>Cultural Values and Constraints</li> </ul>	CVF Quadrant Tool
5	<ul style="list-style-type: none"> <li>Canberra Hospital Case Study</li> </ul>	CVF Exercises
Break		
6	<ul style="list-style-type: none"> <li>Culture and Subcultures</li> </ul>	Culture Cloud Review filters and biases
7	<ul style="list-style-type: none"> <li>Boundaries in report writing</li> <li>Tuning in and out of 'the other'</li> <li>Organisational forms and approaches</li> <li>Responding to others and fault finding</li> </ul>	<ul style="list-style-type: none"> <li>Structure and strategy in report writing</li> <li>What is said and not said</li> </ul>
8	Bringing it all together	



Figure 3. The Human Dymensions SEEK iCUE Tool



Participants will be provided with a complementary set of Dr Long's four best selling books.