Investigative Skills- Definitions

What- Used to ask for information about something or someone.

- "What" will answer what happened, or what is the hazard (The hazard is the observation or the violation) and will encourage inspectors to gather facts related to the observations. *What is the problem? What am I observing that does not meet code requirements?*

Where- In or to what place or position.

- "Where" sets the scene and will answer where the hazard is happening (that you can observe) as well and where else the hazard may be happening (that you cannot observe at the time of inspection or in the location where you are observing the hazard). *Where is the incident happening? Where else might I observe the same incident?*

When- At what time.

- "When" will answer the time the hazard occurred. This may also answer when else the hazard may happen in the future, or may have happened in the past. *When is it happening? Is the hazard happening now? Did it happen earlier in the day? Will it happen in the future?*

Why- For what reason or purpose.

- "Why" will answer the background or the cause of the hazard or violation. *Why is it happening? What circumstances have allowed the violation to happen?*

Who- Gives further information about a person or people.

- "Who" is a question that will contain the facts related to any person who is directly or indirectly associated with the hazard. *Who is responsible? Who will resolve the issue?*

How- used to ask about the condition or quality of something.

- "How" will provide facts about how the hazard came to be or how it can be corrected. How can you overcome this issue? How can this be corrected? How must things change to prevent future violations?

SKILL = Technical ability to execute the job duties. Depends on experience, training, and understanding. *"I've never been taught." "I understand and can show you."*

WILL = Desire, Attitude, and Behavior. Depends on desires to achieve, incentives, security and confidence. *"What's in it for me?" "I want to do it correctly but no one has taught me."*