**MAWA EVENTS**

**Address:** No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

**Phone:** +601116373203 | **Email:** info@mawaevents.net

# EFFECTIVE INCIDENT INVESTIGATION & REPORTING

*""Uncovering Root Causes, Preventing Recurrence, and Building a Culture of Accountability""*

## Schedule

| Date | Venue | Fees (USD) |
|---|---|---|
| 27 – 29 Jan 2026 | Doha, Qatar | 2495 per delegate |
| 25 – 27 Feb 2026 | Kuala Lumpur, Malaysia | 2495 per delegate |
| 05 – 07 May 2026 | Doha, Qatar | 2495 per delegate |
| 15 – 17 Jun 2026 | Manama, Bahrain | 2495 per delegate |

► **Available delivery methods:** Face-to-Face & Online Training

## Introduction

Effective incident investigation and reporting are essential for improving safety performance, reducing risks, and enhancing operational resilience. This course equips safety, operations, and HR professionals with practical tools and techniques to investigate incidents systematically, identify root causes, and develop preventative strategies.

Through case studies, scenario exercises, and proven frameworks, participants will learn how to lead investigations that drive meaningful organizational change and ensure regulatory compliance.

## Objectives

**By the end of this course, participants will be able to:**

- Conduct comprehensive investigations following an incident
- Apply root cause analysis methodologies (5 Whys, Fishbone, etc.)
- Collect and preserve evidence effectively
- Interview witnesses and document findings professionally
- Create accurate and action-oriented incident reports
- Recommend corrective and preventive measures
- Promote a no-blame safety culture.

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## Why Attend

- Gain practical skills to manage incidents professionally and with confidence
- Learn how to uncover underlying causes—not just surface symptoms
- Avoid repeat incidents by implementing stronger corrective actions
- Improve safety communication and interdepartmental cooperation
- Fulfill legal and regulatory obligations through strong documentation.

## Target Audience

**This program is designed for:**

- HSE Officers, Supervisors, and Managers
- Operations and Maintenance Leaders
- Risk, Compliance, and Quality Professionals
- Human Resource and Industrial Relations Managers
- Anyone responsible for incident response or documentation.

## Individual Benefits

**Key competencies that will be developed include:**

- Root cause thinking and analysis
- Evidence gathering and documentation
- Interview and interpersonal communication skills
- Reporting and regulatory interpretation
- Preventive and corrective action planning

## Organizational Benefits

**Upon completing the training course, participants will demonstrate:**

- Reduced recurrence of similar incidents
- Enhanced compliance with investigation standards (e.g., OSHA, ISO)
- More credible and professional incident documentation
- Improved safety culture and employee trust
- Faster resolution and stronger preventive controls.

## Instructional Methodology

**The course follows a blended learning approach combining theory with practice:**

- Lectures – Step-by-step guidance and legal context
- Exercises – Interview simulations and evidence analysis
- Case Studies – Review of real-world incidents and investigations
- Group Work – Collaborative development of investigation plans
- Feedback – Trainer evaluation of participant investigation reports

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## Course Outline

### Detailed 3-Day Course Outline

Training Hours: 7:30 AM – 3:30 PM Daily Format: 2–3 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

**Day 1: Investigation Fundamentals**

- **Module 1: Introduction to Incident Investigation (07:30 – 09:30)**
- Definitions, legal obligations, and investigation types
- **Module 2: Planning and Launching an Investigation (09:45 – 11:15)**
- Initial response, scene control, and team assignment
- **Module 3: Evidence Collection and Documentation (11:30 – 01:00)**
- Physical, photographic, and digital evidence handling
- **Module 4: Practical Exercise – Case Scenario Walkthrough (02:00 – 03:30)**
- Identifying key facts and building a preliminary report

**Day 2: Analysis Techniques and Root Cause Identification**

- **Module 5: Interviewing Techniques and Witness Management (07:30 – 09:30)**
- Planning, conducting, and recording interviews
- **Module 6: Root Cause Analysis Methods (09:45 – 11:15)**
- 5 Whys, Fishbone Diagram, Fault Tree, and Bowtie
- **Module 7: Building Timelines and Causal Trees (11:30 – 01:00)**
- Reconstructing the event with logic and evidence
- **Module 8: Case Study Analysis and Peer Discussion (02:00 – 03:30)**
- Real-world example breakdown

**Day 3: Reporting and Corrective Action**

- **Module 9: Writing Professional Incident Reports (07:30 – 09:30)**
- Report structure, language, and tone
- **Module 10: Developing Recommendations and CAPA Plans (09:45 – 11:15)**
- Action prioritization and responsibility tracking
- **Module 11: Closing the Investigation and Organizational Learning (11:30 – 01:00)**
- Finalizing, communicating, and retaining reports
- **Module 12: Group Presentation – Final Investigation Simulation (02:00 – 03:30)**
- Team-based presentation and feedback from facilitator

## Certification

Participants who complete the program will receive a **Effective Incident Investigation & Reporting** , recognizing the development of practical and strategic financial expertise.

## Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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| **In-House / Customized Training**<br>Interested in running this course for your team?<br>Please contact us: | TEL:<br>**+601116373203** | EMAIL:<br>**info@mawaevents.net** |

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