

CSI: Workplace Edition

Creative Strategies and
Interventions

Issues Forum
April 16 & 17, 2008

CSI: Workplace Edition

1. You Got Your Badge?
2. Crime Prevention Pays Off
3. Respond to Crime Scene – stop the bleeding
4. Collect Evidence
5. Interview Witnesses
6. Develop hypothesis
7. Take Action

"Evidence only knows one thing; the truth. It is what it is."
-- Gil Grissom

You Got Your Badge?

- Why did you choose this work?
- What kind of training have you had?
- How do you approach a situation?

http://www.gotoquiz.com/which_csi_character_are_you_1


Exploring the world around us



What lies under the iceberg?


"An Ounce of Prevention"

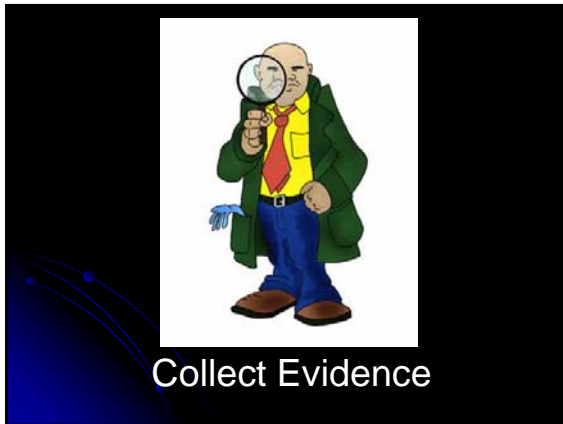
- Regular evaluations
- Probing questions
- Observe
- Ask multiple and different people questions
- Scan the environment



Respond to the problem

- Crisis Management!!
- Stop the bleeding!!





Evidence Collection 101

- Observe
- Talk with people
- Task Analysis
- Take data

Step 1

Step 2 Organize the Data

- It's as easy as ABC
- Increases Objectivity

Develop a hypothesis

Step 3

What's it all about?

- Look at evidence
- List possible causes
 - Skill deficit
 - Behavioral issue
 - Medical issue
 - Environmental issue
- Test your hypothesis


Never assume that you know what motivates another

Skills

- Identify tasks – job description
- Task Analysis
- Take Data
- Retrain if needed

How to teach - EDITH

- E = Explain
- D = Demonstrate
- I = Instruct
- T = Train/Try it
- H = Help



Behavioral Issues

Listen to them they are telling you something

- ABC
- Historical view
- Develop plan
 - Teaching component
 - Reward/Consequence
 - Crisis intervention plan

Is this the job they want?


What's worked in the past?

Medical Issues

- ✓ Good place to start
- ✓ Anything changed
- ✓ Last physical
- ✓ Last medication adjustment

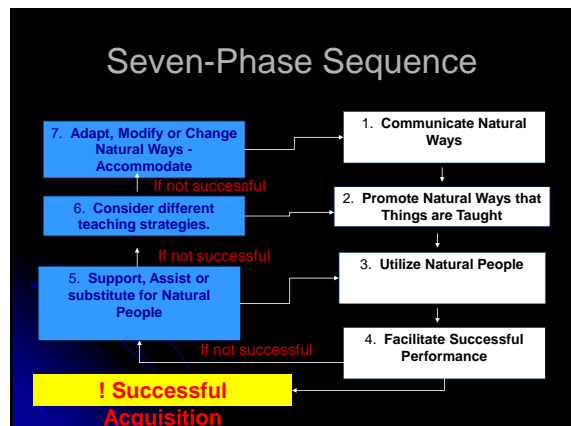
Environmental Issues

- Dangerous territory
- Is someone else having an issue?
- Co-worker training
- Natural support development



Implement Plan

If it does not work, try another way.





"You know it's funny but every case teaches me something about the next."-- Gil Grissom