



This program has been approved for 3.25 re-certification hours toward PHR and SPHR re-certification through the Human Resource Certification Institute (HRCI). For more information about certification or re-certification please visit the HRCI homepage at www.hrci.org

Accident/Incident Investigations

Prerequisites: None
Schedule: One-Half Day Course

Course Objectives

This course focuses on techniques for properly investigating incidents for loss prevention purposes. Attendees will learn methods for gathering complete information to determine Who, What, When, Where and How an incident occurred. Most importantly, though, they will be trained how to ask WHY in order to thoroughly identify contributing factors and uncover root causes.

Who should attend?

Anyone responsible for investigating incidents, including safety personnel, safety committee members, line supervisors and managers, and/or human resources professionals.

Course Topics

- Accident Causation
 - Steps in the Investigation Process
 - Investigation Toolkit
 - Witness Interview Techniques
 - Facts vs. Opinions and Assumptions
 - Root Cause Analysis
 - Accident Reports
 - Physical Evidence and Photographs
 - Workers' Compensation and Liability Considerations
 - Corrective Action & Follow-Up
-

About the Speaker

Pam Isacks is Manager of Safety and Loss Prevention for Knauff Insurance Agency, Inc. Pam has more than 20 years of safety experience across a wide variety of industries. She holds a BS degree from Clemson University and the designations of Certified Safety Professional (CSP), Associate in Risk Management (ARM) and Manager of Environmental, Safety & Health (MESH). Knauff Insurance Agency, Inc., is a full-service insurance and risk management broker specializing in Commercial Lines Property & Casualty, Bonding & Surety Services, Employee Benefits, Claims Management Services, Safety & Loss Prevention Solutions, Corporate & Personal Financial Services and Personal Lines Property & Casualty.