

ON-THE-SPOT *Report form*



What has been observed and
what can be improved



Location

Date

POSITIVE POINTS:

BOTTLENECKS / SUGGESTIONS FOR IMPROVEMENT:

ON-THE-SPOT *Report form*



What has been observed and what can be improved



TIPS FOR AN OPEN AND HONEST CONVERSATION

What do you talk about?

The precise topic of that moment is determined by the situation where you are or by current events. Remember: it is in no way some form of inspection. You are looking out for one another, not trying to catch one another out.

How do you start the conversation?

As long as you choose the right moment ("Do you have a moment?") and the right tone (calm and collected), your conversation is likely to be positive and fruitful. Do bear in mind that hierarchical relationships can cause a certain amount of reticence when talking with people subordinate to you. You can start a conversation by asking an open-ended question, such as "How did you like the study group? An open-ended question provokes more than just "yes" or "no" and stimulates conversation.

Possible questions

- May I ask some questions about you and your job?
- Do you feel safe?
- What do you think the risks are here?
- Are you ever afraid that something might go wrong?
- Do you think that your colleagues work safely?
- I see that... Can you see that, too? What do you think of it?
- Do you think that you work safely?
- When problems arise, to what extent do you think that you should try to solve them yourself?
- How important do you consider the job you are doing at the moment?

Reporting

- After each conversation, write a brief summary of its conclusions or results.
- Never take photographs without explicit permission.
- Hand in the form to the supervisor/manager at your location.

Questions? Want more information?

Feel free to contact the supervisor/manager at your location.