

Critical Incident Collaborative Inquiry



- Focuses on high risk practices within human systems, enabling everyone to keep more people safe more of the time.
- Is a highly effective approach to learning and simultaneous practice improvement.
- Is an inclusive dialogue based process involving everyone with a stake in deep reflective thinking, analysis and learning.
- Applies a systematic and detailed focus on what went well, followed by the application of shared hindsight and responsibility for the conclusions about what could have been and will be better in the future.

What's behind Critical Incident Collaborative Inquiry?

- Estimating future risk
- Unlocking emotional barriers
- Honoring the best and imagining the better
- Involving everyone
- Believing in everyone's expertise

What does a Critical Incident Collaborative Inquiry involve?

1. Preparing carefully to enable everyone to get together.
2. Giving everyone a 'good listening to'.
3. Stepping out of the way to enable the emergence of
 - pride in success
 - awareness, insight & responsibility
 - motivation to improvement
 - energy to act differently.

What participants say:

It acknowledges the elephant in the room in a safe way.

It was good to hear reflection from senior managers and other process groups not just front line practitioners.

I was not looking forward to today; the experience was very positive and enlightening, motivated me to promote change.

It is an invaluable learning process for workers and helps us take stock and take something positive and constructive from this.

It has made me feel privileged and humble.

About the authors

Lesley Moore is a change facilitator and thinking partner based in the UK, assisting and enabling change leaders and consultants to inspire, distribute and share direction and forward movement with people managing, providing and receiving professional public services. Lesley specialises in supporting those who work with vulnerable children, young people and adults; applying Appreciative Inquiry [AI] and complimentary strength based change approaches with multi-agency groups, networks and whole organisational systems. A highly qualified AI practitioner Lesley is also an experienced trainer, providing customised development workshops and co-facilitating NTL's Designing AI Interventions module in the UK.



To find out more about Lesley's work go to www.mooreinsight.co.uk

Jayne Forsdike brings over 20 years' experience in Child Protection practice, currently working as a Senior Manager in Children's Safeguarding in Newcastle upon Tyne in the UK. Previously Jayne worked in Manchester, another UK core city characterised by high levels of deprivation and domestic violence, as a social work practitioner and child protection manager. In her current role Jayne is a member of the Newcastle Safeguarding Children Board, chairs the Case Review Committee and leads on Complex Abuse involving large scale, high profile investigations.



Jayne has a track record of leading on transformational change. This includes her ground breaking work in Manchester where she co-located and managed a multi-agency homeless families safeguarding team working with homeless and displaced families. Jayne has pioneered an Appreciative Inquiry approach and as an accomplished practitioner over the last 6 years has facilitated a number of case reviews using the approach. She now encompasses a range of strength based approaches in her work to facilitate change and develop practice. Jayne has successfully led on the implementation of Signs of Safety across the children's workforce in Newcastle, covering statutory services, as well as early intervention.

Together in collaboration with others around the world we are inviting people to consider:

- Trying out the Critical Incident Collaborative Inquiry process
- Experiencing its impact by noticing the changes it enables, and
- Contributing to an ongoing evaluation and refinement of the approach, thereby influencing the next edition of a handbook for wider publication with your experience of how it works best.

'Tell me and I will forget; show me and I may remember; involve me and I will understand'. Confucius

If you are interested in joining other high risk businesses in trialling CICI, experiencing its impact and adding your voice, do get in touch: lesley@mooreinsight.co.uk and j.forsdikeconsultancy@gmail.com