**Critical incident sheet**

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| Select one event, as indicated above. Jot down your thoughts on some or all of the following, depending on what is relevant to the event you describe and what you could learn from it. | |
| 1. **The context.**   What was the background? |  |
| 1. **What happened?**   What occurred during the incident/event? Provide a brief summary. |  |
| 1. **Your role.**   What did I do/say? What was the impact of this? |  |
| 1. **My immediate response.**   How did I react at key moments during the incident? How did I interpret what was going on during, and immediately afterward. |  |
| 1. **Outcomes.**   What were the outcomes or consequences of my actions (positive or not)? |  |
| 1. **Feelings.**   How did you feel before, during and after? |  |
| 1. **Longer term impact (if known).** How did this incident or event make a difference to me, to others and/or to how other events played out longer term? Has it had any impact on my values, beliefs, habits, attitudes, motivation or behaviours? |  |
| 1. **Inputs.** What useful comments or feedback have I received? How will I make use of these? |  |
| 1. **Alternatives.**   What alternative actions could I have taken? |  |
| 1. **Gains and losses.** What did I lose through the incident (e.g. Trust? Support? Other things?) What did you gain from the experience? |  |
| 1. **Lessons.**   What have I learnt from this incident/event that will be of use to me in future? |  |
| 1. **Change.** What is the one main area where I need to focus to improve my performance in such situations? What do I need to do in order to take this forward? |  |
| 1. **Difference.**   How might I prepare and/or act differently on a similar occasion in future? What difference do I think this will make? |  |
| 1. **Application.** How have I applied learning from this event (if at all)? |  |
| 1. **Personal considerations/ comments** |  |