research and knowledge at the heart of development

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Questioning as we learn: An introduction to critical thinking

Material for Higher Education students in Sierra Leone by INASP, UK

Provided by the Critical Thinking Taskforce (CTTF)
within the project AQHEd-SL

Unit 2 - Snippet 40

Practical activity – Identify the text purpose? (5)

Here is the next text. What does it focus on and what frame is the best fit?

Critical Incident Technique

The Critical Incident Technique is a set of procedures focused on the investigation of events, incidents or processes that have a significant impact on the outcomes of an activity, positive or negative. The objective of the Critical Incident Technique is to gain insight into the critical features of a certain situation and the ways these situations are handled by the people involved. Building on reports of concrete incidents, this approach aims to produce descriptive records of the respective events and their consequences, trying to avoid vague judgements or premature rationalizations. The Critical Incident Technique has been applied in a variety of disciplines, including human–computer interaction, service research and organizational research.

The Critical Incident Technique include the following five main steps:

1. Definition of the aim of the study: A statement of the aim of the study and its focus.

2. Planning the data collection: The specification of how the details of the incidents will be collected and which aspects of these incidents to focus on and record.

3. Recording the incidents: Records of critical incidents can be based on direct observations as well as self-reports from those involved in the incident.

4. Analysis: Analytic procedures for critical incidents depend on the aim of the study and can include clustering, counting, as well as making contrasts and comparisons.

5. Interpretation and reporting: Apart from statements on the prevalence of certain events, interpretation usually also sets out to develop ideas on possible causes of an incident and/or its consequences.