

- Ask open-ended questions that cannot be answered with a simple yes or no.
- Be a good listener. Allow witnesses to tell the story in their words, in the time they need.
- Ask follow-up questions
- Take notes but try to be inconspicuous.
- Record the interview. Remember to obtain the individual's consent before recording.
- Review the statement, confirm with the witness that the statement is correct, and sign it after the witness does.
- End on a positive note.

Tactics to avoid:

- Intimidating, interrupting or prejudging the witness.
- Assisting the witness in answering questions.
- Asking leading questions.
- Becoming emotionally involved.
- Jumping to conclusions.
- Revealing discoveries of the investigation.
- Making promises that can't be kept.

General, open-ended questions to ask:

- Where were you at the time of the accident?
- What were you doing at the time?
- What did you see or hear?
- What were the environmental conditions (weather, light, noise, etc.) at the time?
- What was (were) the injured worker(s) doing at the time?
- In your opinion, what caused the accident?
- How might similar accidents be prevented in the future?

- Were any other witnesses around? Do you know the names of other witnesses?
- How are you connected with others involved in the accident?