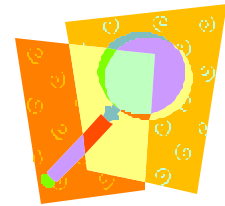


BASIC FACT-FINDING



Basic fact-finding involves gathering pertinent and reliable information about a situation in order to determine what did or did not happen and who needs to be involved in any future action. No form of report is required.

Basic Fact Finding Tips

- Let the other person do most of the talking,
- Be a good listener.
- Keep your mind open, resist distractions and stay focused.
- Maintain eye contact and positive body language.
- Conduct conversations in an area – of minimal confusion – with some sense of privacy,
- Jot down brief notes after conversations with person bringing situation to your attention and any one else who was involved from an observation or hearing standpoint.
- Ask open-ended questions using: who, what, when, where, why, how.

Open-Ended Question Examples

“What did you see/hear/experience?”

“When did the situation occur?”

“Where did the situation occur?”

“Who was involved?”

“How were you impacted by what occurred?” or “How do you see the situation?”

“What concerns do you have?”

“Was anyone else present?”

“What was their involvement?”

“Why do you think it happen?”

“Has this same type of situation occurred before? When, where? Who was involved?”

“Can you tell me more?”

Clarifying Statement Examples

“I do not understand what you said, please explain it to me again....”

“As I understand it, your idea is...”

“Do you mean, for example, that...”

“In other words, this is what happened...”

What To Do With Information Gathered

Determine if the situation requires involvement of others, and get them involved as soon as possible. Typically a supervisor or manager will need to be involved.

If information gathered indicates that the situation has potential criminal aspects, the information must be referred to a Law Enforcement Officer.

If the information gathered indicates that the situation is a contractor issue, then the issue must be referred to the Contracting Officer Representative.