Best Ways to Adapt and Apply the Critical Incident Technique

Presenters :   Lance Anderson, HumRRO, Chair
Dana Dunleavy, AAMC, Panelist
Taylor Sparks Sullivan, HumRRO, Panelist
John Ford, Merit Systems Protection Board, Panelist

Our Panel

- Dana Dunleavy, PhD, Director of Selection Research, AAMC
- Taylor Sparks Sullivan, PhD, Senior Research Scientist at HumRRO
- John Ford, PhD, Senior Research Psychologist at US Merit Systems Protection Board
- You!

Thanks Dr Deb Whetzel for taking notes!

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Definition

[A] **set of procedures for collecting** …**observations** of …**behavior** … [structured to support] solving…problems and developing …psychological principles. [An] incident is …any specifiable…activity…sufficiently **complete…to permit inferences** … about the person performing the act.

Structure
- STAR
- ABC

What have been some of the best uses of the CIT?

What are some innovations in collecting CIT data?

Are there naturally-occurring critical incident descriptions?

When is the use of the CIT difficult?

Pitfalls and Ways to Avoid or Address them?

Pitfall	Ways to Avoid or Address

Pitfalls and Ways to Avoid or Address them (Continued)?

Pitfall	Ways to Avoid or Address

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