Toolbox Talk - Learning from Incident Context

Todd Jerome Jenkins | v2.0 | October 13, 2026 | 5–10 minutes plus field checks

What and why

Incident learning reconstructs what people faced, what information they had and how protections performed. Knowing the outcome can make earlier choices look simpler than they were.

Objective: Separate known facts, recalled experience and open questions at one decision point.

When and where

After immediate response and scene safety are addressed, through the authorized investigation process. In a suitable private discussion and safe evidence review, not a public reenactment.

How to use it

- Follow response and reporting arrangements. Preserve relevant evidence without delaying urgent care.
- Invite the person’s account and clarify the information available at the time. Keep uncertainty visible.
- Compare accounts and records. Study barriers and organizational conditions, then verify corrective actions.

Verify It in the Field

For each proposed correction, identify its intended protective function and task-specific verification method.

Paper practice: an instruction was revised after the event. Separate what was known then from what is known now.

Write one neutral question and one evidence request. Do not fill a timeline gap with a guess.

Failure points and stop triggers

Blame labels; hindsight; leading questions; altered evidence; treating one account as the whole event. Stop unsafe reconstruction or testing. Escalate remaining exposure and protect sensitive information through the investigation process.

Toolbox talk questions

1. What was available to the person then?

2. Which facts still need confirmation?

3. How will we verify the correction?

Use the separate supervisor field check and attendance sheet. Practice is not qualification or work authorization.

Source: DOE-HDBK-1028-2009, Vol. 2, printed pp. 85–89. References and task-specific limits on the webpage.

Next step: Apply this skill to one step on the free JHA/JSA field-verification worksheet.

Expanded guidance and separate forms: toddjeromejenkins.com/toolbox-talks/incident-learning-conditions-decisions

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