

Template: Recording Critical Incidents

A critical incident is a crucial activity/task that has special significance and makes the difference between success and failure in carrying out an important part of the job assigned. These are shared in the form of stories to the individual who is trying to conduct the job analysis. Each story should include information about the situation (**setting**), what happened (**behavior**), and what was the outcome (**result**).

Example – Critical Incident Story:

Setting – A bank teller was processing a cash deposit for a customer. When settling her drawer for the day, she was \$2k short. After investigating, it appears as if a customer wrote \$4k on his deposit slip, but only \$2k made it into the teller drawer.

Behavior – The teller said she did not notice that the amount on deposit slip was \$2k more than what the member actually gave her. She posted the deposit for \$2k too much and balanced short for the day. When questioned, the customer stated that what the teller posted is what he gave her.

Result – The teller lost her job due to the outage. It was never determined if she took the money or made a math/reading error.

Examples – Identifying KSAOs

Positive or Negative Critical incident: Negative

+/- Gradient (Circle the number which represents how positive or negative the incident was:

1

2

3

4

5

Minimally + or -

Highly + or -

Job-related Details	KSAOs
Teller didn't read the deposit slip well enough Teller missed a math processing error Teller may have acted unethically Teller mishandled the cash	Knowledge: How to use the deposit slip/follow instructions Skills: Math, reading, cash handling Abilities: Attention to detail, integrity

Directions: Use the template below to help you record the details of the critical incidents described for the role you are exploring.

Position Title: _____

Individual Interviewed: _____

Relation to Position (Position incumbent, hiring manager, held role previously):

Critical Incidents

Critical Incident (Summary of setting, behavior, and result):

Summary:

Behavior:

Outcome:

Positive or Negative Critical incident: _____

+/- Gradient (Circle the number which represents how positive or negative the incident was:

1

2

3

4

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Job-related Details	KSAOs