



*Training Course:
Incident Investigation and Root Cause Analysis*

*9 - 13 May 2027
Amman (Jordan)*

Training Course: Incident Investigation and Root Cause Analysis

Training Course code: MA234575 From: 9 - 13 May 2027 Venue: Amman (Jordan) - Training Course Fees: 4200 € Euro

Introduction

Effective incident investigation is essential for identifying root causes, preventing recurrence, and improving workplace safety and operational resilience. This program, developed by [Global Horizon Training Center](#), provides organizations with a structured approach to analyzing incidents and understanding what went wrong.

Through practical methodologies and real-world applications, participants will learn how to investigate incidents systematically, preserve evidence, and implement corrective actions. By learning from past incidents and applying root cause analysis techniques, organizations can significantly reduce risks, prevent accidents, and enhance overall performance.

Course Objectives

By the end of this program, participants will be able to:

- Explain and apply the principles of Incident Management in the workplace
- Develop and implement effective Incident Management Plans
- Understand the fundamentals of incident investigation
- Conduct structured internal investigations from start to finish
- Apply root cause analysis techniques to identify underlying issues
- Preserve and manage evidence in accordance with best practices
- Use effective questioning and interviewing techniques
- Improve incident response and recovery processes

Target Audience

This program is designed for:

- Security Managers, Supervisors, and Personnel
- Incident Investigation Teams
- Health, Safety, and Environment HSE Professionals
- Human Resource Professionals
- Site Managers and Operations Supervisors
- Business Owners and Administrators
- Anyone involved in incident management and investigations

Outline

Day 1: Introduction to Incident Management and Investigation

- Overview of Incident Management
- Differences between Emergency, Incident, and Accident
- Types of Incidents: Security vs. Safety
- Incident Response and Management Processes
- Introduction to Business Continuity Management BCM
- Case Studies on Incident Investigation
- Evidence Collection and Continuity of Evidence
- Internal vs. External Investigations
- Locard's Exchange Principle

Day 2: Fundamentals of Incident Management

- Initial Response to Incidents
- Incident Classification and Prioritization
- Reporting and Escalation Procedures
- Integrated Incident Management Response
- Site-Specific Emergency Procedures
- Five Priorities in Incident Response
- Incident Management Team Structure and Roles
- Conducting Post-Incident Debriefs
- The 5C's of Incident Management

Day 3: Developing and Implementing Incident Management Plans

- Understanding Incident Management Plans
- Designing a Plan Tailored to Organizational Needs
- Techniques for Effective Plan Implementation
- Roles and Responsibilities in Execution
- Monitoring and Evaluating Incident Response Plans
- Practical Exercise: Developing an Incident Management Plan

Day 4: Principles of Investigation and Evidence Handling

- Establishing an Investigative Mindset
- Observation and Analytical Skills
- Rules and Ethics of Investigation
- Planning and Structuring an Investigation
- Decision-Making in Investigations
- Working with Victims and Suspects
- Crime Scene Management and Preservation
- Types and Value of Evidence
- Search Techniques and Procedures
- Crime Typology and Its Impact on Investigations

Day 5: Investigation Methodology and Interview Techniques

- Step-by-Step Investigation Process
- Evaluating Investigation Findings

- Handling and Managing Evidence
- Legal Aspects and Chain of Custody
- Coordination with Authorities and Law Enforcement
- Questioning Techniques and Interview Methods
- Conducting Professional Investigative Interviews
- Final Case Study and Practical Application

Registration form on the Training Course: Incident Investigation and Root Cause Analysis

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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