

Local rationality questions: understanding why it made sense at the time  
 Louise Roe, 2024



Question	Comments	Based on (reference)
<b>Situation</b>		
Describe to me what was happening at the time?	<i>Allows exploration of dynamic elements of a work environment.</i>	Decker, 2014; Patel et al, 2002
Describe to me what was happening around you?	<i>How did the situation unfold around them; what cues did they get when?</i>	Decker, 2014
If you had to describe the situation to your colleague at that point, what would you have told?		Klein, 1998
Describe to me what you were seeing/hearing?		Decker, 2014; Klein, 1998; Hoffman et al, 1998
Tell me what the workload was like for yourself and those around you during this time?	<i>Workload intensity or inactivity. Helps to explore fatigue and stress as well. Were their multiple goals at the same time?</i>	Decker, 2014; Patel et al, 2002
Can you tell me about any time pressures to complete tasks or any limitations on what you were able to do at that time?	<i>Workload intensity.</i>	Klein, 1998; Hoffman et al, 1998
Tell me about any reassessments of the situation?	<i>Immediate feedback, careful monitoring and assessment of the situation. Shifting goals as patients condition changes and new problems/complications arise.</i>	Klein, 1998; Patel et al, 2002
Can you breakdown ..... (name the task) into three to six steps. Of these steps, tell me a bit about those that required assessment/decision making/problem solving, if any.	<i>Complete task diagram for very complex procedures/situations. This can provide road map and inform subsequent interviews. Helps to explore situations with dynamic quality to them.</i>	Militello and Hutton, 1998; Patel et al, 2002
<b>Thoughts / decision making</b>		
Describe what you were focusing on?		Klein, 1998
Can you explain what your aim (goal) was during this time?	<i>Not knowing the outcome, you now know about now. Selecting information to confirm their current hypothesis rather than explore others.</i>	Decker, 2014; Pitz and Sachs, 1984
Tell me what was the aim when undertaking .....	<i>What were they trying to achieve.</i>	Klein, 1998; Hoffman et al, 1998
Can you tell me about any previous experiences you have had in similar situations?	<i>Pattern matching – always previously turned out OK, never been in situation before to anticipate outcome.</i>	Klein, 1998; Mitchell 2013; Hoffman et al, 1998; Patel et al, 2002
Can you tell me what options were considered or available for managing ..... or does this situation fit into a standard scenario		Klein, 1998; Hoffman et al, 1998

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Tell me about what information you used to help you make this decision? .....how did you obtain this information? ..... tell me about any barriers you had obtaining this information?	<i>Was all the information available to you to help you make the decision.</i>	Hoffman et al, 1998; Adapted from Klein et al, 2010
Can you explain to me what information you would need to make ..... decision?	<i>Was all the information available to you to help you make the decision.</i>	Adapted from Klein et al, 2010
Were there any other options available at the time that should have been?		Adapted from Klein et al, 2010
Can you tell me what level of experience would be required to make this decision?		Adapted from Klein et al, 2010
For staff less experienced, describe to me what guidance/aids there are to help them make these decisions?		Adapted from Klein et al, 2010
<b>Preparedness</b>		
Can you tell me a bit about the training that you/staff have to deal with this situation? .....What training, knowledge, or information might have helped?		Klein, 1998; Hoffman et al, 1998
Tell me what guidelines/policies there are in your unit to help manage this situation?	<i>Any rules that applied clearly here</i>	Klein, 1998
Can you tell me about any other sources of knowledge (staff, aids) you used to help you with this situation?	<i>Application of knowledge - processing of knowledge, usable for situation, apply in correct context – was the right knowledge present for that situation.</i>	Klein, 1998
<b>Communication</b>		
Describe how the team communicated to each other during this time?	<i>Communication patterns in team performance.</i>	Patel et al, 2002
<b>Anticipation / thinking ahead</b>		
Describe what you were expecting to happen?	<i>Thinking ahead. Would also answer (did outcome fit expectation)</i>	Klein, 1998
Can you explain to me what you were hoping would happen as a result of.....	<i>Imagined possible consequences of action. How were they imagining events would unfold. How did they judge they could influence the course of events?</i>	Hoffman et al, 1998; Klein, 1998
What could possibly happen at this point?	<i>What mistakes/slips were likely at this point? Don't use the word mistake when speaking to staff.</i>	Klein, 1998