

4Ws Guidance Proforma

This proforma is to aid discussions with individuals and witnesses.

4W's should be adopted as an immediate response to obtain accurate and timely details.

Meeting Preparation:

Do you have the following details prior to commencing a 4Ws:

- Details of the incident/concern raised
- Names of staff involved
- Has an incident report been completed (if required)?

WHO:

- Establish who was involved in the incident and what involvement each person had e.g. witness, perpetrator etc.

WHAT HAPPENED:

- Detail the timeline of events, what happened and were there any witnesses?

Is further evidence required to enable triangulation of the events e.g. information from witnesses, I.T. reports, e-rostering information etc? If so you should obtain those to inform your decision making.



WHY:

- Explore potential reasons e.g. training needs, conflict/personality clashes, personal circumstances, other mitigations etc.

WAY AHEAD:

- Consider the mitigation, remorse, their understanding and accountability, what could resolve it?
- Consider options/recommendations for a resolution such as further training, mediation/facilitated conversation etc



To be completed at the end of the process:

Outcomes:

(You can refer to Workforce Advisory Service for advice on outcome/way forward)

- | | |
|---|--------------------------|
| No further action | <input type="checkbox"/> |
| Informal action
Reflection, training, coaching, mediation, facilitated conversation, etc | <input type="checkbox"/> |
| Verbal warning
(use verbal warning template letter) | <input type="checkbox"/> |
| Formal action – refer to a formal process | |
| Outcome letter sent to the individual and a copy placed on personal file | <input type="checkbox"/> |