

# TAILBOARD AFTER ACTION REVIEWS

## KEY CONSIDERATIONS:

- Battalion Chiefs...Contact your training department to schedule a formal review.
- This protocol doesn't address the requirements of a formal review; see policy for that.

## CONSIDERATIONS:

1. A good review is one that actually occurs.
2. Place your crew back into service and meet while the event is fresh.
3. Ask questions and listen. Look for opportunities to improve. Stay focused on improvement. Be critical of *the performance* **not** *the performer*. Please share what you have learned with others.

## TAILBOARD AAR:

### Focus on These Questions:

#### 1. WHAT WAS PLANNED?

- What was the objectives(s)
- What barriers did we expect upfront?

#### 2. WHAT REALLY HAPPENED?

- Ask questions to understand why and practice active listening.
- Compare against protocol and procedures.

#### 3. WHY DID IT HAPPEN?

- Look for root cause, not just proximate cause.
- Avoid looking for just what went poorly. It is often much harder to determine why something went right. Keep the review balanced but still honest.
- Remember we want to replicate our successes in the future just as much as we want to avoid mistakes.

#### 4. WHAT CAN WE DO BETTER NEXT TIME?

- Avoid normalization of deviance.
- Remember no firefighter, crew or department is perfect.
- Should policy, protocol or procedures be changed if they were not followed or should performance change next time?
- Individuals may disagree on which AAR takeaways are the highest priority and that is OK.

**NOTE:** Significant lessons and/or findings should be documented and forwarded through the Chain of Command in an effort to share our experiences and learn from them.