



STORY TELLING

&



*CTI = critical incidents
technique*



Raija Sairanen



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Story

of a critical
cultural encounter
you have experienced





Identification, naming and description of the critical incident:



- **Identify and name the incident**
- **Describe the relevant details and circumstances surrounding the situation from the beginning to the end of the event**
- **Describe the role and behavior of the people involved in the situation**
- **Describe your own role and behavior in the situation**



you may answer the following questions:



- **What happened?**
- **Who was involved?**
- **When did the event take place?**
- **How did the event take place?**
- **Where did the event take place?**



Analysis of the critical incident:

- **Examine the event in the context of your own experience**
- **Examine the outcome and the effects of the event on those who were present**
- **Reflect upon you personal emotions and feelings in the event**
- **Consider why the incident was critical**
- **Reflect upon what learned from the incident**





you may answer the following questions:



- **How did you handle the situation?**
- **How did the other people act in the situation? Why?**
- **What effect did the event have on you and the others?**
- **What would you do differently next time? Why?**



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