

Improving Investigation Findings and Reports with AI

Microsoft 365 Co-Pilot and OpenAI ChatGPT Agents



The language used in the findings and reporting of Investigations and Event Learning is vital, because words have the power to **heal** and words have the power to **harm**.

How the AI Agent Helps

This Agent is an assurance and verification tool to analyse and provide insights on information relating to near misses, events and safety communications like "Safety Alerts", this Agent can help you to:

Gain Insights and Learnings from the natural and normal writer biases such as Hindsight, Fundamental Attribution Error, Confirmation, Outcome and Normative.

Identify Words and Language That Can be Harmful that can potentially cause "further harm" (Moral Injury) and how to apply "healing" words instead.

Highlight Focus and Tone To Improve Learning: Investigations often use language that centers on fault, blame, and causality. Terms like root cause analysis, fault finding, error, mistakes, violations and failure are prevalent.

Highlight logical fallacies, counterfactuals, and circular arguments: Often we simplify complex situations by implying that a single change could have prevented the incident. This can lead to unfairly blaming individuals and overlooking systemic issues that need to be addressed to prevent future occurrences.

Strengthen investigations by focusing on system improvements and identify systemic drivers instead of blaming with "human error" and advocate that corrective actions address real, underlying system issues rather than poor choices of workers.

Generate Executive Summary, Learning and Improvement Summary for review.

Principles Based AI Approach to HOP

What does a principles based approach to using AI for HOP and Operational Learning look like.



AI, Like Humans, Makes Mistakes – Learning is Key

Just as people make mistakes in complex and adaptive systems, AI is not infallible—it will generate incorrect, misleading, or incomplete responses. Instead of expecting perfection, focus on continuous learning and improvement. AI errors are opportunities to refine queries, verify information, and engage in critical thinking. Just as we improve human performance by learning from mistakes, we can enhance AI interactions by iterating knowledge.



Blame Fixes Nothing – Learning Improves AI Responses

If AI provides an inaccurate or unhelpful response, the focus should be on improving the prompt or refining the inquiry rather than blaming the tool, ask, "How can I rephrase this to get a more useful answer?"



Context and Knowledge Drives AI Behavior

The effectiveness of AI responses depends on the context of the instruction and body of knowledge provided, including ethical use, privacy, copyright, misinformation and hallucination. The richer the context, the more tailored and useful the response. Be curious and ask Better Questions, just as you would with a human colleague to drive better behavior.



How You Respond to AI Mistakes Matters

If AI misinterprets a query, recognize it as an opportunity to refine and improve the interaction. Small experimentation "AI Trojan Mouse" and iteration with prompts can enhance learning and improve response accuracy and reduce hallucination and misinformation.



Learning is Essential for AI Improvement

Users who continuously refine how they interact with AI will derive greater value from it. Engage in an AI continuous improvement cycle of Ask, Reflect, Refine, and Apply—to optimize AI use in operational learning.

