

Description of this document: This document includes the interview schedule used to conduct the semi-structured interview for this article.

JOL Interview Schedule

In this interview I will ask you about your experiences using JESIP's Joint Organisational Learning (JOL) tool. We are interested in hearing your views – both positive and negative – and will use your views to help generate recommendations for the future of JOL. We are also interested in learning about your broader experiences of organisational learning across the Emergency Services.

Descriptive Questions (to generate general information about our sample)

First, I'm going to ask you a few questions to get an understanding of your role.

1. Which emergency service do you work for?
2. How long have you worked for that service?
3. What is your job title?
4. How long have you been in that role?
5. What are your main duties and responsibilities?

Interview Questions

Now we're going to explore your experiences using JOL and your general reflections about organisational learning within the Emergency Services

Introductory Questions

- How did you first learn about the JOL platform?
- How often have you used it?
- What has been your experience using JOL?

JOL Questions

Motivation

- What motivated you to use JOL?
- How would you rate your experience using JOL?
- Would you use JOL again?
- How would you encourage others to use JOL?

User experience

- How intuitive do you find the platform interface and navigation?
- Are there any areas that you think could be improved for better usability?
- Are there any challenges you have faced while using the JOL platform?

Impact and benefits

- In your opinion, how relevant or helpful are the notable practice and lessons shared from JOL to your day-to-day work?
- Can you describe a specific lesson from JOL that has had a significant impact on your approach or decision-making?

- Do you think the information provided through JOL is comprehensive and adequately detailed?
- Are there any additional types of content or resources you think could be produced by JOL?

Challenges

- In your opinion, what are the main barriers to using JOL?
- Why do you think that JOL is underutilised across the emergency services as a whole?
- Are there any other ways to share learning that you feel are better than JOL?

New Ideas

- Do you have any suggestions or feedback about how JOL could be improved?

General Organisational Learning

Organisational Culture

- How would you describe the overall culture of learning within your organisation?
- What do you believe are the main challenges or barriers to effective organisational learning within the emergency services?

Leadership

- How supportive is the leadership within your organisation regarding the implementation of new learning initiatives and the integration of lessons learned into daily practice?

Training

- In your opinion, how well do training programs align with the evolving challenges and demands faced by emergency responders?

Knowledge sharing

- In your experience, what communication methods or tools are most effective for disseminating important learnings and updates to all emergency responders within an organisation?

Barriers to organisational learning

- In your experience, what are the main barriers or challenges hindering effective organisational learning within the emergency services?
- Can you suggest any potential solutions or strategies to overcome these barriers and promote more robust learning culture within the organisation?