

How to Write Solid Observations for Incident After-Action Reports



Sponsoring Organization: FEMA Continuous Improvement Technical Assistance Program

The development of solid observations helps to ensure an incident after-action review is based on evidence and establishes a foundation for developing recommended actions that address underlying issues or root causes. This training session provides an overview of how to craft effective observations, including a clear approach for what to include from the topic sentence to recommended actions.

1 hr.: Fri. 4/19, 11:00am – 12:00pm

Instructor:

Lee Zelewicz

Continuous Improvement Technical Assistance Program Manager,
Continuous Improvement Program, FEMA

Lee Zelewicz is the Federal Emergency Management Agency's (FEMA) Continuous Improvement Technical Assistance Program Manager. His role focuses on providing external stakeholders with emergency management functions resources to help build and manage their continuous improvement capabilities. Mr. Zelewicz has more than 12 years of emergency management and disaster research experience. He has led or supported more than 20 emergency management projects, including nine after-action reviews for federal, state, and local organizations. Since joining FEMA in 2022, he led the continued development and public release of the National Continuous Improvement Guidance in October 2022 and regularly presents on research methods and continuous improvement activities via webinars and in-person presentations and trainings. Prior to joining FEMA, Mr. Zelewicz served as a State and Local Preparedness Supervisor and Operations Planner for IEM, supporting state and local projects. Mr. Zelewicz also served as the Operations Coordinator for Chester County's (PA) Department of Emergency Services in the Emergency Management

Division. In this role, he ensured the preparedness of the county's primary and alternate emergency operations centers (EOC), supported the update of the county's emergency operations plan, and developed new annexes prior to EMAP re-accreditation in 2019. During the county's 13-week EOC activation for COVID-19, Mr. Zelewicz served as the county's primary Resource Support Section Chief. Lee holds a master's degree in anthropology from Arizona State University and supported research at the University of Delaware's Disaster Research Center.