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| **Title of oral Research Presentation** (Sentence case) : Modelling chains of critical events using a schematic timeline, a methodological tool for the retrospective study of cases of local intersectoral action |
| **Background/Objectives**The critical incident (CI) technique facilitates the reconstruction of processes in retrospective studies of cases. However, this technique involves certain pitfalls, including the fact that the collective memory of actors tends to erode over the years, making reconstruction less reliable. This presentation addresses the development of a methodological tool which aims to facilitate the historical reconstruction of the CI of a project during interviews with key stakeholders. **Methods**CIT was used as part of a multi-case research project. As a first step, a literature review about the project and its context allowed the researchers to familiarize themselves with the case. This step was followed by an analysis that allowed CI to emerge. These critical incidents were then schematized in a timeline and mapped as a network of mobilized actors. **Results**The use of schematized timelines and maps of mobilized networks is an innovative methodological tool that, during interviews, facilitates the reconstruction and validation of the storyline, critical events and the processes for studying intersectoral actions retrospectively. **Discussion**Some authors mention the importance of pre-interview preparation to guide actors in the process of the historical reconstruction of a case. However, it is emphasized that despite this preparation, it is sometimes difficult for participants to remember the milestones of a project. Modelling chains of CI using the schematized timeline prior to the interview helps bring to light more critical events and processes that have occurred, some of which have been forgotten by the actors over time. Participants encountered appreciate this method since it allows for quick and easy visual recall of past critical events and specific dates related to the project. The schematization also makes it possible to discuss the contentious issues of a project which are sometimes shrouded in silence. Finally, within intersectoral bodies, high staff turnover is another important challenge of a retrospective study. Sometimes, experienced participants are paired with newer ones as part of the interviews for the historical reconstruction of a project. It is a moment used to share information. Our experience has shown that modelling chains of CI using a timeline and mapping the actors allow new employees to appropriate parts of the history of a project on which they work. **Keywords**Critical events, retrospective study of a case, modelling |