Decision Making, Team Monitoring & Organizational Learning: 2018 Update

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DECISION MAKING

What's The Problem?

Decision-making is a skill that infiltrates every level of emergency management.

This domain is often complex and uncertain, with challenging physiological contexts such as fatigue, and major consequence for poor decisions.

What We've Done So Far?

We have produced a set of resources to support decision-making in highly complex, high consequence, emergency events.

We conducted a sequence of studies that supported the design of a suite of aide memoirs to support highly complex, high consequence decisions.

An example of one of these products is an aide memoir to help manage cognitive bias.

What Were Going To Do Next?

Decision-making in high complexity situations invariably has high consequences that require flexibility so that decision makers can think creatively and 'outside the box' yet still manage the consequences of their decisions.

We will provide practitioners with guidance tools and the necessary skills to address this.

TEAM MONITORING

What's The Problem?

As emergencies become more complex and dynamic there are more people involved from multiple different agencies.

This requires effective teamwork between people who may not know each other.

Increasingly it will be teamwork that defines our ability to manage large-scale fires, floods and storm events

What We've Done So Far?

Two tools Emergency Management Breakdown Aide Memoire (EMBAM) and the Team Process Checklist (TPC) that can enhance team monitoring have been developed

These tools were developed in close conjunction with end users using an iterative design cycle method

The tools were developed during 5 exercises in regional coordination centres and 2 large storm events

In 3 separate evaluation studies the tools were rated (out of 5) as 4.11 on usefulness, 4.31 on clarity & 4.02 on comprehensiveness.

What Were Going To Do Next?

More tools to help people manage ongoing performance during emergencies

Task Analyses for Regional and State Level Coordination Centres will be constructed.

ORGANIZATIONAL LEARNING

What's The Problem?

The drive to use research to inform practice has been growing for some time. However agencies do so at different rates and there are many barriers to overcome.

What We've Done So Far?

A national study of utilisation practices in agencies. We have found that agencies have different approaches to keep up-to-date with research advances.

We have identified four developmental levels of what we have called *research utilisation maturity* (basic, developing, established and leading).

What Were Going To Do Next?

More work to better understand the enablers and constraints to utilising research to support development of evidence-informed practice as well as the barriers that need to be overcome.

These factors all need to be addressed if the industry and involved agencies are to reap the full benefits of research.

END USER STATEMENT

- The project is providing practical techniques and strategies to help people function in more complex EM environments now and into the future.
- Throughout the project, there has been significant consultation with end users.
- End Users have trailed the tools being developed and found them to be useful.
- A number of agencies are implementing the tools in a variety of settings include real time evaluations, debriefs, exercising and individual use by IMT members

WHERE CAN I FIND MORE INFORMATION?

For more information, research papers, industry reports and hazard notes go to out website:

https://www.bnhcrc.com.au/research/hazard-resilience/242

or email one of the researchers:

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