Creating Shared Situational Awareness to Improve Interagency Cooperation

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Situational Awareness Matters!
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Situational awareness

Your ability to **PERCEIVE** and **UNDERSTAND** what is happening around you...

while being mindful of how time is passing.

And then

Being able to accurately **PREDICT** future events... In time to avoid bad outcomes.
Five situational awarenesses

1. Personal Awareness
2. Team Awareness
3. Resource Awareness
4. Incident Awareness
5. Shared Awareness
Shared Awareness =
Common Operating Picture

Mutual Understanding
AND
Mutual Respect
Hello! Please reply with your email address in order to receive today's handout.
Let’s build a house.
Perception

Use your five senses to capture information... (clues and cues) about what is happening.

• I pay attention!
• I keep your head on a swivel.
• I look up, down, and all around.
• I actively listen.
• I size-up the situation.
Understanding
Making sense out of what you:
See, hear, feel, taste & smell

Comprehension

Moment of clarity
Ask questions.
“What does this mean?”
“Is this what I expected?”
It seems so easy...

See... and understand.

Hear... and understand.
Barriers
Block or prevent:
Perception
Understanding
Prediction
Sensory Conflict

Eyes A Ears B
What happens when the puzzle pieces don’t fit together?
It causes confusion in your brain.
Robotic Action

Acting without thinking.

Be Mindful
Prediction

Being able to anticipate future events before they happen.
Target Outcome

Begin... with the end in mind.
Target
Goal
Objective
Benchmark
Prediction

Where is this event headed?

If...

We do nothing but watch.
This question forces you to think about the future.
Visualization

Mentally visualize the task.

_________

Visualize the Flowpath
What could happen if my situational awareness is impacted?
What are the possible undesired outcomes?
Role

What role do I play in preventing an undesired outcome?
Conditions

Are the conditions right for me to take action?
How can changing conditions or stored energy impact my safety?
Do I have the right resources to get the task completed safely?
Time to Task Completion

How much time should this task take to complete?
Situational Awareness Barriers

Anything that impacts your:

Perception
Understanding
Prediction

There are over 100 barriers that can impact your situational awareness.
Pre-arrival lens
The first shared awareness responders develop about an incident comes from the dispatcher’s words.
A 9-1-1 caller uses words to paint a picture of what is happening on the mind of the dispatcher.
Urgency
What causes a sense of urgency?

The faster conditions are changing or the more unstable the conditions are...

The more likely a responder is to feel a sense of urgency to do something quickly.
Consequences of urgency:

- Stress
- Impatience
- Frustration
- Miscommunications
- Hyper focus
- Conflicting priorities.

Tips & Tricks
Short-Term Memory Overload
Capacity:

The average person’s short-term memory capacity is:

5-7 pieces of unrelated information.
Focus on the 4-5 most important pieces of information.
“Important” is relative to YOUR goals.
Confabulation
In the absence of facts...
You can assume.
Your brain is really good at making up its own reality.
CONSIDER

Your perception of reality can be flawed...

And you won’t even know it.
Task Fixation
Task fixation is extremely common.
Be mindful of the big picture.
Mission (or goal) Myopia
Time Distortion

Time gets away from you.
Under stress...

Your mental clock struggles to keep track of time.
Auditory Exclusion
Auditory Exclusion means...

You're going deaf.
Noise
Heart Rate
Tunneled Hearing
Too Much Radio Traffic
Use standardized terms & phrases.
Use full-loop communications.
FEAR
The #1 thing people fear doing the most?
Public speaking

Source: Chapman University Survey on American Fears
What do people fear about public speaking?

- Being wrong
- Consequence
- Ridicule
- Embarrassment
- Judgment
Interagency responders may fear speaking up...

even though they've been told it's ok to do.
Don’t just say: “Speak up!”

Teach: What to say.

Teach: How to say it.

And practice speaking up!
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AND **UNDERSTAND** What is happening around you...

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And then

Being able to accurately **PREDICT** future events...

In time to avoid bad outcomes.
Helping responders see bad things coming... in time to prevent bad outcomes.

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