The Deadly Dozen:

12

Unsuspecting Mistakes That Kill.

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HANDOUT
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Flawed
Situational Awareness
Five situational awarenesses

1. Personal Awareness
2. Team Awareness
3. Resource Awareness
4. Incident Scene Awareness
5. Shared Awareness
2
Preconception
Your pre-arrival
Situational
Awareness
The first 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.
The dispatcher then uses words to share the picture in their mind with responders.
Consequences

- Miscommunications
- Flawed understanding
- Pre-mature decision making
- Incomplete size-up.
Before you connect the dots...
You have to collect the dots.
3
Mind Drift
Causes of Mind Drift:

• Confusion
• Complex information
• Hyper focus
• Conflicting communications
• Boredom.
Robotic Action

Acting without thinking.
Setting Unrealistic Goals
Causes for Unrealistic Goal Setting

- Inexperience
- Flawed SA
- Ego/Bravado
- Overconfidence.
Overconfidence
What causes over confidence?

Doing things…
That are NOT best practices…
And being rewarded…
With successful outcomes.
Inexperienced may increase risk taking.
Highly experienced responders... can become desensitized to risk.
Failing to monitor the speed of change
Windows of Opportunity
Window of Opportunity

Civilian Survivability
Once the window closes…

Civilian Fatality
Window of Opportunity

Firefighter
Survivability
Once the window closes…

Firefighter Fatality
Change Blindness
Time Distortion
Causes for Time Distortion

• Stress

• Complex and detailed information

• Multitasking
Track the passage of time.

Elapsed Time Notifications
8

Complacency
Complacent Mindset

When you become complacent...

You let your guard down.
When your guard is down...

You may not see, hear, or smell danger.
Organizational Complacency

Standardization of Deviance
What does it mean?

Standard = Normal

Deviance = Undesirable behavior

The undesirable behavior becomes the norm.
Learn...

From near-miss events.
Urgency

9
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.
Mental Rehearsal

Visualize yourself in high-vulnerability events.
Ask yourself: What would I do if...?
Ask yourself:

How fast is the window closing on my safety?
Fear
What do people fear most?
Public Speaking
Embarrassment
Ridicule
Consequence
Judgement

Doing ANYTHING to avoid these can be powerful motivators.
A lineman may fear speaking up...

even though they’ve been told it’s ok to do.
Confabulation
In the absence of facts...

You can assume.

Your brain is really good at making up its own reality.
Your perception of reality can be flawed…

And you won’t even know it.
I2
Task Fixation
Task fixation is extremely common.
Mission (or goal) Myopia
Be mindful of the big picture & competing priorities.
I3
Auditory Exclusion
Auditory Exclusion means...

You’re going deaf.
Noise

Tunneled Hearing

Too Much Radio Traffic
CONSIDER

Use standardized terms & phrases.
CONSIDER

Use full-loop communications.
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