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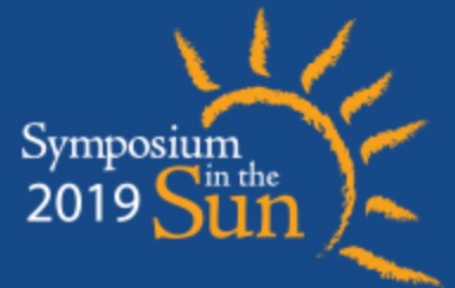
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# **The Deadly Dozen:**

# **12**

## **Unsuspecting Mistakes That Kill.**

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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.





**4**

# **Setting Unrealistic Goals**

# Causes for Unrealistic Goal Setting

- Inexperience
- Flawed SA
- Ego/Bravado
- Overconfidence.



**5**

**Overconfidence**

# What causes over confidence?

Doing things...

That are NOT best practices...

And being rewarded...

With successful outcomes.

Inexperience...

may increase risk taking.

Highly experienced  
responders...

can become  
desensitized to risk.



**6**

**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...



# Change Blindness



**7**

# **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.



9

**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.

# 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?



**10**

**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.



II

**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.



**12**

# **Task Fixation**



CONSIDER

Task fixation is  
extremely common.

**Mission (or goal) Myopia**

CONSIDER

Be mindful of  
the big picture &  
competing priorities.





**13**

# **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.

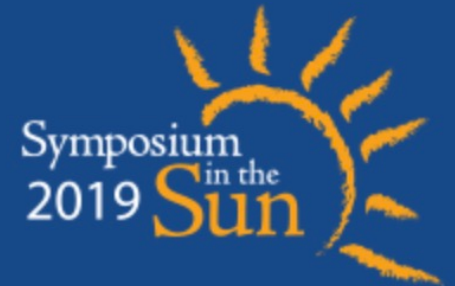


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