

Course Description and Objectives
Human Factors and Decision-Making in Emergency Management

Target Group: Entry-level incident personnel and supervisory personnel who have not taken L-180

Topic Areas include:

- Situation awareness
- Basic communication responsibilities
- Attitude and stress barriers
- Decision-making
- Teamwork principles
- After Action Reviews (AARs)

Format: Presentation of the course involves a short lecture segments and video, supported with small group exercises.

General Objectives: Students will demonstrate an understanding of their responsibilities to address human performance issues so they can integrate more effectively into crews/teams operating in high-risk, dynamic work environments.

Specific Objectives and Desired Behavior:

- **Situation Awareness**
 - Agree that emergency responders have a responsibility to reduce errors.
 - Agree that emergency responders have a responsibility to learn and improve their performance.
 - Describe the relationship between situation awareness, reality, and perception.
 - Describe the relationship between situation awareness, observation, and communication.
 - Agree that emergency responders have a responsibility to be aware of their situation.
- **Basic Communication Responsibilities**
 - Recall common sender-receiver communication errors.
 - Construct a direct statement from an indirect statement.
 - Identify existing standard communication procedures and opportunities to initiate standard communication procedures in the emergency work environment.
 - Describe the 5 communications responsibilities.
 - Agree that emergency responders have a responsibility to communicate effectively.
- **Attitude and Stress Barriers**
 - Identify hazardous attitude barriers and their impacts on situation awareness.
 - Identify stress reaction barriers and their impacts on situation awareness.
 - Agree that emergency responders have a responsibility to minimize barriers.
- **Decision-making**
 - Describe the process of preplanning and its role in decision-making.
 - Describe the situation awareness self-check tool and its role in decision-making.
 - Agree that emergency responders have a responsibility to minimize risk.
- **Teamwork Principles**
 - Describe the relationship between teamwork and the human performance concepts discussed in the previous lessons.
 - Agree that emergency responders have a responsibility to work as a member of a team