

Incident Command: Tales from the Hot Seat

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Incident Command Tales From The Hot Seat

David A. McEntire



Incident Command Tales From The Hot Seat:

Incident Command: Tales from the Hot Seat Rhona Flin, Kevin Arbuthnot, 2017-07-12 Incident Command Tales From the Hot Seat presents a unique examination of the skills of the on scene or incident commander who is in charge of an emergency or major incident Experienced commanders from the police and fire services the armed forces civil aviation and the prison service give personal accounts of their command experiences discuss their dilemmas and the pressures they faced and reveal the demands of leading under extreme conditions They share intimate details of cases where their command skills were tested ranging from industrial fires riots hostage taking warfare peacekeeping to in flight emergencies Each case ends with lessons learnt and tips for the developing commander Additional chapters present expert accounts of the art of incident command incident command systems competencies for command as well as reviews of the latest psychological research into decision making and team work under pressure The book is an essential compelling text that captures the essence of incident command by analyzing command experiences across a range of professions

Safety at the Sharp End Rhona Flin, Paul O'Connor, 2017-05-15 Many 21st century operations are characterised by teams of workers dealing with significant risks and complex technology in competitive commercially driven environments Informed managers in such sectors have realised the necessity of understanding the human dimension to their operations if they hope to improve production and safety performance While organisational safety culture is a key determinant of workplace safety it is also essential to focus on the non technical skills of the system operators based at the sharp end of the organisation These skills are the cognitive and social skills required for efficient and safe operations often termed Crew Resource Management CRM skills In industries such as civil aviation it has long been appreciated that the majority of accidents could have been prevented if better non technical skills had been demonstrated by personnel operating and maintaining the system As a result the aviation industry has pioneered the development of CRM training Many other organisations are now introducing non technical skills training most notably within the healthcare sector Safety at the Sharp End is a general guide to the theory and practice of non technical skills for safety It covers the identification training and evaluation of non technical skills and has been written for use by individuals who are studying or training these skills on CRM and other safety or human factors courses The material is also suitable for undergraduate and post experience students studying human factors or industrial safety programmes

Incident Command Rhona H. Flin, Kevin Arbuthnot, 2002 Incident Command presents a unique examination of the skills of the on scene or incident commander who is in charge of an emergency or major incident

Naturalistic Decision Making and Macro cognition Laura Militello, Raanan Lipshitz, Jan Maarten Schraagen, 2017-09-18 This book presents the latest work in the area of naturalistic decision making NDM and its extension into the area of macro cognition It contains 18 chapters relating research centered on the study of expertise in naturalistic settings written by international experts in NDM and cognitive systems engineering The objective of the book is to present the reader with exciting new developments in this

field of research which is characterized by its application oriented focus The work addresses only real world problems and issues For instance how do multi national teams collaborate effectively How can surgeons best be supported by technology How do detectives make sense of complex criminal cases In all instances the studies have been carried out on experts within their respective domains The traditional field of NDM is extended in this work by focusing on macrocognitive functions other than decision making namely sense making coordination and planning This has broadened the scope of the field The book also contains a theoretical discussion of the macro micro distinction Naturalistic Decision Making and Macrocognition will be relevant to graduate students researchers and professionals including professionals and researchers in business industry and government who are interested in decision making expertise training methods and system design The material may be used in two ways theoretically to advance understanding of the field of naturalistic decision making and practically to gain insight into how experts in various domains solve particular problems understand and deal with issues and collaborate with others

Policing Critical Incidents Laurence Alison,Jonathan Crego,2012-11-12 The aim of this book is to examine the qualities of leadership and decision making in the police service Based on groundbreaking research using unique advanced methods for examining policing in complex critical incident environments the book focuses principally on a series of police debriefs following live major critical incidents It captures the views of the Senior Investigating Officers SIOs who worked on these cases and draws upon the very rich set of experiences that they have had in dealing with complex stressful and demanding enquiries The book provides an introduction to new methods for exploring leadership and decision making in critical incidents It will be an essential resource for developers of police training in leadership and decision making senior police officers involved in critical incident management organisational psychologists who work within policing and for students whose area of study covers policing decision making or criminal investigation **The Handbook of Security** Martin

Gill,2016-02-26 The substantially revised second edition of the Handbook of Security provides the most comprehensive analysis of scholarly security debates and issues to date Including contributions from some of the world s leading scholars it critiques the way security is provided and managed *Psychology of Terrorism* Bruce Bongar,Lisa M. Brown,Larry E. Beutler,James N. Breckenridge,Philip G. Zimbardo,2006-09-07 During the past decade we have witnessed a dramatic transformation in the nature and uses of terrorism In the 70s it was often repeated that terrorists want a lot of people watching not a lot of people dead today it is more accurate to say that terrorists want a lot of people dead and even more people crippled by fear and grief A major strategic intent of modern terrorists is to use larger scale physical attacks to cause stress in the general population These changes in terrorist strategy have made it clear that we need better psychological and social responses to terrorism and man made disasters The psychological science needed to provide proper and effective treatment for victims of horrendous events such as September 11th and future potential terrorist acts simply does not exist so military medical and psychological experts must work together to improve their understanding of mass casualty terrorism

In Psychology of Terrorism leading national and international experts present the first results of this effort including the newest findings on treatment of and clinical responses to terrorism along with their respective underlying theories They address the history of terrorism types and effects of weapons of mass destruction or disruption the role of the military government agencies and volunteer groups in responding to terrorist threats psychological consequences of terrorism and treatment of special populations such as children and older adults This volume will be an ideal text for both academic and professional courses as well as a comprehensive resource for mental health clinicians and researchers medical care providers educators public health specialists government employees police and fire departments and non profit agencies that provide services and craft policy

Assessments in Forensic Practice Kevin D. Browne,Anthony R. Beech,Leam A. Craig,Shihning Chou,2017-05-08 Assessments in Forensic Practice A Handbook provides practical guidance in the assessment of the most frequently encountered offender subgroups found within the criminal justice system Topics include criminal justice assessments offenders with mental disorders family violence policy and practice

MANAGING CRISES Uriel Rosenthal,Arjen Boin,Louise K. Comfort,2001-01-01 In this book the editors with 25 notable contributors expand the knowledge of crisis management focusing on case studies of high profile events that have occurred in recent history Part One of the text aims at theoretical development through empirical case studies and also postulates a crisis typology and charts specific theoretical and administrative challenges The case bank which comprises the bulk of the book is presented in four additional sections The first deals with the development of crises and compares the infamous Watts riots with the 1992 L A riots It also analyzes the fragmented and complex international environment that allowed the safe area in Bosnia to be overrun by Bosnian Serbs in 1995 The final chapter chronicles the incredible human costs of mismanaged crisis in the Rwanda massacres in 1994 The second section explores the many decisional dilemmas that confront crisis managers Cases include the fire at the Piper Alpha oil rig the 1999 Turkish earthquakes the Eindhoven Holland plane crash and crisis management of the Mad Cow epidemic disease in the U K The third section explores the long term dimensions of crises and crisis management and particularly the development of national traumas such as the assassination of Sweden s Prime Minister Olaf Palme in 1986 the 1992 Amsterdam air crash and the TWA flight 800 disaster in 1996 The final section shifts focus to future scenarios such as speculative information technology disasters potentially devastating viral epidemics deteriorating environmental and societal conditions in Russia the southwest U S coming water shortage and the outlook for Japan one of the world s most disaster prone countries Summarizing the research findings of the past decade the authors describe patterns in the paths toward crises the dilemmas and coping mechanisms that emerge during the thick of crisis and very importantly the pathways that lead away from crisis

Surgery Cohn,Stephen M. Cohn,Steven T. Brower,2012 A guide to when to and what to rather than how to this book provides evidence based surgical reviews to provide credible answers to age old surgical management questions The management issues presented are oriented toward interventions and use

evidence based techniques to assess the safety and efficacy of new treatments and rehabilitative or preventative interventions Each chapter is organized around the key questions essential to delineating the current status of evidence related to the subject reviewed Publications from the past decade are cited that provide Level I and II evidence using the Oxford scale Throughout Elective General Surgery careful assessment of the validity of intervention studies and the strength of the evidence that they provide underlies the choices of cited publications The information presented in this volume guides the scientific surgeon in providing state of the art care and in optimizing the use of medical resources without losing sight of the need to address the unique needs of individual patients

WORKING IN HIGH RISK ENVIRONMENTS Douglas Paton, John M. Violanti, 2012-01-01 The impact of events such as the 9 11 terrorist attacks and Hurricane Katrina were felt across the spectrum of organizations Such events provide vivid illustrations of the exceptional circumstances that emergency and protective service agencies and businesses alike can encounter The goal of this book is to broaden the perspectives on the populations that need to be included when thinking about high risk groups and from whom insights into resilience and how it is enacted can be sought The first chapter discusses high risk environments sustained resilience and stress risk management Chapter 2 explores family first responders and resilient mothers of special needs children including case examples Chapter 3 examines the resilience of Antarctic expeditioners relationship dynamics social support and organizational climate Information sharing trust empowerment and staying cool under pressure is also discussed Chapter 4 covers business resilience preventing loss versus facilitating survival and the role of continuity planning In Chapter 5 scientific advice for critical decision making natural hazards and emergency management uncertainty team decision making advice taking and shared mental models is presented Chapter 6 covers COP Shot and the seeds of resiliency Chapter 7 defines resiliency in high risk groups and provides a qualitative analysis of law enforcement and elite military personnel The Johns Hopkins Perspective is explored focusing on the results and methods of structural modeling Chapter 8 describes the psychological stress factors in modern military operations mental hardiness and leader influence Chapter 9 pursues the ecological theory of resilience and adaptive capacity in emergency services Ultimately the book meets a need on how to respond effectively in a high risk environment and the information contained will assist agencies and businesses to develop their capacity to adapt to unpredictable and challenging circumstances

Forensic Psychologists Casebook Laurence Alison, 2013-07-23 This book aims to demonstrate how forensic psychology contributes to police investigations providing practical information about the type of reports provided by psychologists and behavioural advisors and set within a broader theoretical context It asks the question What do practitioners actually do when they provide advice for the police and the courts and how do they do it The contributors to the book are all experts in the field of offender profiling and behavioural investigative advice The chapters provide valuable insights into particular case details the ethical and legal consequences of advice coverage of the relevant theoretical context explanations for conclusions drawn practical difficulties in preparing

reports potential pitfalls and an account of how cases are resolved

Group Interaction in High Risk Environments

Rainer Dietrich, Traci Michelle Chhildress, 2017-03-02 What governs the way in which people work together and handle technology in high risk environments The understanding of decision making communication and the other dimensions of team interaction within aircrews and other teams in highly stressful situations is based on a multitude of diverse factors each with its own literature and individual studies This book is about how teams function in just such situations providing a uniquely integrated and interdisciplinary account of the dynamics and main explanatory factors of team interaction under high workload The book stems from the interdisciplinary research project Group Interaction in High Risk Environments GIHRE a Collegium of the Gottlieb Daimler and Karl Benz Foundation The goals of the project and therefore the book are to investigate analyze and understand the behavior of professional groups working in high risk environments and to develop practical suggestions for enhancing performance A central focus of this book is how groups in these professions deal with the factors that can threaten the safety and effectiveness of their task performance whether these factors are part of the environment or part of the team itself Four representative workplaces were investigated in three broad settings in aviation the cockpit of a commercial airliner in medicine the operating room and the intensive care unit of a hospital in nuclear power the control room of a nuclear power plant The international and interdisciplinary composition of the Collegium ensures the book features a variety of different methodological and conceptual approaches which are brought to bear at both theoretical and practical levels Readers working in all related fields will find value in the case descriptions the academic synthesis of the similarities between them and ways to approach new challenges specialists in applied psychology human factors and technical management will gain new insights *Proceedings of the 20th Congress of the International Ergonomics Association (IEA 2018)* Sebastiano Bagnara, Riccardo Tartaglia, Sara Albolino, Thomas Alexander, Yushi Fujita, 2018-08-06 This book presents the proceedings of the 20th Congress of the International Ergonomics Association IEA 2018 held on August 26 30 2018 in Florence Italy By highlighting the latest theories and models as well as cutting edge technologies and applications and by combining findings from a range of disciplines including engineering design robotics healthcare management computer science human biology and behavioral science it provides researchers and practitioners alike with a comprehensive timely guide on human factors and ergonomics It also offers an excellent source of innovative ideas to stimulate future discussions and developments aimed at applying knowledge and techniques to optimize system performance while at the same time promoting the health safety and wellbeing of individuals The proceedings include papers from researchers and practitioners scientists and physicians institutional leaders managers and policy makers that contribute to constructing the Human Factors and Ergonomics approach across a variety of methodologies domains and productive sectors This volume includes papers addressing the following topics Human Simulation and Virtual Environments Work With Computing Systems WWCS and Process Control *Disaster Response and Recovery* David A. McEntire, 2015-02-02 Provides an overview of the

various types of disasters that may occur the myriad of actors that are involved in emergency management and the diverse theoretical frameworks from which post disaster activities may be approached Includes updated chapters keeping the material fresh and accessible while incorporating recent changes in policy and new research Highlights lessons learned from such incidents and catastrophes as Hurricane Katrina Earthquake in Haiti Parking lot collapse in Miami West Texas industrial explosion Train wreck in Spain Aurora movie shooting Times Square bombing etc Examines typical challenges to be expected during response efforts along with tools and techniques to enhance the ability to protect lives reduce property damage and minimize disruption Includes an instructor package which contains Sample Syllabus Teaching Suggestions Test bank and PowerPoints

Innovative Thinking in Risk, Crisis, and Disaster Management Simon Bennett, 2016-05-23

Risk is an enduring theme of modern life It permeates political economic and environmental domains Some risks are unavoidable Others are not Innovative Thinking in Risk Crisis and Disaster Management provides ideas and action plans for in a risk society Dealing with issues of civil safety and security the book addresses the management of socio technical risks and hazards environmental risk and risk perception Focusing on risk reduction chapters cover key themes such as terrorism public order emergency responding energy supply climate change and natural disasters Featuring contributions from expert scholars the book is both accessible and original Practitioners in the emergency services industry and commerce will find the book to be valuable reading whilst for policy makers students and academics with a focus on risk and crisis management this is an essential reference

Managing the Urgent and Unexpected Stephen Wearne, Keith White-Hunt, 2016-05-13

Sometimes unanticipated threats or opportunities create a situation in which work is required unexpectedly On these occasions such urgent and unexpected work demands an instant start in contrast to the often lengthy processes of investigation evaluation development selection and planning normal in businesses and public services before the start of a project Managing the Urgent and Unexpected explores what is different managerially if work is unexpected its implementation is urgent and an immediate start it is required The authors draw on twelve cases ranging from the launch of the Freeview television system in the United Kingdom to the sifting and removal of the New York World Trade Center pile of debris following the 9 11 terrorist attack They summarise how the response to each of these events was managed demonstrate that opportunities may sometimes be created in the face of adversity and suggest how normal organizations can prepare to manage abnormal demands Urgent and unexpected projects have to be rare in business or government to be economically and socially tolerable And yet organizations can and should be prepared for the unexpected The lessons offered here will help private and public organizations plan how to authorize and support future urgent work to take advantage of immediate new business opportunities or to protect or restore systems and services

Preparing for Hybrid Threats to

Security Odd Jarl Borch, Tormod Heier, 2024-09-02 This book examines hybrid threats within the broader context of a security crisis in Europe As geopolitical tensions increase and great power rivalries intensify can states protect their communities

While conventional wars are fought parallel battles take place by more subtle and non violent means This multi disciplinary book examines how hybrid threats undermine political governance and social stability in liberal democracies covering aggressors targeted states and victimized communities It seeks to address how aggressor states undermine liberal democracies under the threshold of conflict and the role played by hybrid threats as aggressor states prepare for full scale war The chapters also explore how liberal democracies organize and interact to detect hybrid threats arguing that in order to increase resilience politicians and government agencies must involve the private sector and citizens in threat reduction policies The analysis builds upon the latest research in the international crisis management literature This book will be of interest to students of security studies hybrid warfare defence studies and International Relations as well as professional practitioners The Open Access version of this book available at <http://www.taylorfrancis.com> has been made available under a Creative Commons Attribution CC BY 4.0 license

Observing the Volcano World Carina J. Fearnley, Deanne K.

Bird, Katharine Haynes, William J. McGuire, Gill Jolly, 2018-07-13 This open access book provides a comprehensive overview of volcanic crisis research the goal being to establish ways of successfully applying volcanology in practice and to identify areas that need to be addressed for future progress It shows how volcano crises are managed in practice and helps to establish best practices Consequently the book brings together authors from all over the globe who work with volcanoes ranging from observatory volcanologists disaster practitioners and government officials to NGO based and government practitioners to address three key aspects of volcanic crises First the book explores the unique nature of volcanic hazards which makes them a particularly challenging threat to forecast and manage due in part to their varying spatial and temporal characteristics Second it presents lessons learned on how to best manage volcanic events based on a number of crises that have shaped our understanding of volcanic hazards and crises management Third it discusses the diverse and wide ranging aspects of communication involved in crises which merge old practices and new technologies to accommodate an increasingly challenging and globalised world The information and insights presented here are essential to tapping established knowledge moving towards more robust volcanic crises management and understanding how the volcanic world is perceived from a range of standpoints and contexts around the globe

Risk Management for the Future Jan Emblemståg, 2012-04-25 A

large part of academic literature business literature as well as practices in real life are resting on the assumption that uncertainty and risk does not exist We all know that this is not true yet a whole variety of methods tools and practices are not attuned to the fact that the future is uncertain and that risks are all around us However despite risk management entering the agenda some decades ago it has introduced risks on its own as illustrated by the financial crisis Here is a book that goes beyond risk management as it is today and tries to discuss what needs to be improved further The book also offers some cases

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