Non-Technical Skills

Chris Bearman

CQUUniversity, Appleton Institute
Bushfire & Natural Hazards CRC
Non-Technical Skills

Non-Technical Skills (NTS)

• Situation Awareness
• Decision Making
• Teamwork
  • Cooperation
  • Coordination
  • Communication
• Leadership
Practical Tools to Better Manage NTS

- Behavioural Markers of Non-Technical Skills
- Emergency Management Breakdown Aide Memoire (EMBAM)
- Team Process Checklist (TPC)
- Task Analysis of State & Regional Control Centres
Teamwork

Team Process Checklist

PURPOSE

This tool is designed to provide a health check for teams and if there is a problem to help determine what that problem is. It assists people to think through three aspects of teamwork: communication, coordination and cooperation. A 'no response' is recorded for any of the items. This tool should be used as a starting point for a discussion with members of the team. Please note that while this tool is as comprehensive as possible, it will not detect all of the ways teams can become impaired.

COORDINATION

- Are the roles and responsibilities of team members clear?
- Are actions always carried out as expected?
- Does everyone have a common understanding of information relating to the operation?
- Is there a clear and common purpose?

- Is everyone adjusting to meet the demands of the situation?
- Are team members requesting assistance from others where necessary?
- Are team members correcting any mistakes made by others?

COMMUNICATION

- Is information being passed on in a timely manner?
- Is information being passed on accurately?
- Are team members ensuring that information has been received and understood by others?

- Are workplace communication procedures being used?
- Are situation updates being provided?

COOPERATION

- Does everyone show a willingness to work as a team?
- Do team members exhibit confidence and trust in each other?
- Is everyone following team objectives without opting for independence?

- Are any differences of opinion being resolved effectively?
- Is anyone creating unnecessary conflict?

Teamwork

Need to Check

• Does everyone have a common understanding of information relating to the operation?
• Is everyone adjusting to meet the demands of the situation?
• Are team members correcting any mistakes made by others?
• Are team members requesting assistance from others, where necessary?
How do I get the checklist!