



# Non-Technical Skills

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# Non-Technical Skills



## Non-Technical Skills (NTS)

- Situation Awareness
- Decision Making
- Teamwork
  - Cooperation
  - Coordination
  - Communication
- Leadership



# Practical Tools to Better Manage NTS



## Practical Tools

- Behavioural Markers of Non-Technical Skills
- Emergency Management Breakdown Aide Memoire (EMBAM)
- Team Process Checklist (TPC)
- Task Analysis of State & Regional Control Centres
- Suite of Decision-Making Aide Memoirs for Emergency Management Practitioners.

# 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. If a 'no' response is recorded for any of the items this should be used as the 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 appropriate communication procedures being used?
- Are situation updates being provided?

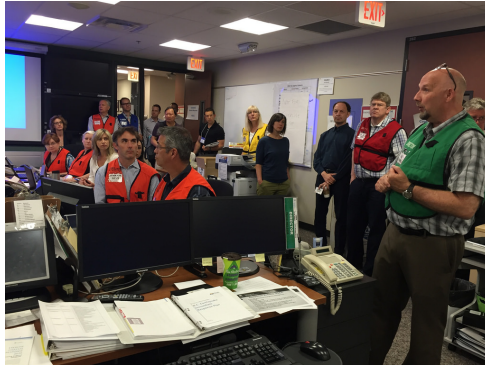
### COOPERATION

- 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?

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# Teamwork



## Need to Check

- Does everyone have a common understanding of information relating to the operation?<sup>[[L]]</sup><sub>SEP</sub>
- 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!

- <https://www.bnhcrc.com.au/teamprocesschecklist/online>

