



Team Management, Decision Making & Organizational Learning

Chris Bearman, Christine Owen, Benjamin Brooks, Peter Hayes, Steve Curnin & Heather Stuart

Central Queensland University, University of Tasmania, New South Wales State Emergency Services, Bushfire and Natural Hazards CRC

In this project we've developed a number of tools that can help people to better manage teams, make enhanced decisions and learn lessons more effectively (see below left). These tools have seen strong utilisation across the sector (see below right). For more information see our website at the BNHCRC or contact us at c.bearman@cqu.edu.au

TOOLS AND KNOWLEDGE WE'VE DEVELOPED

Team Management

- Emergency Management Breakdown Aide Memoire (EMBAM)
- Team Process Checklist (TPC)
- Task Analysis of State & Regional Control Centres

Decision Making

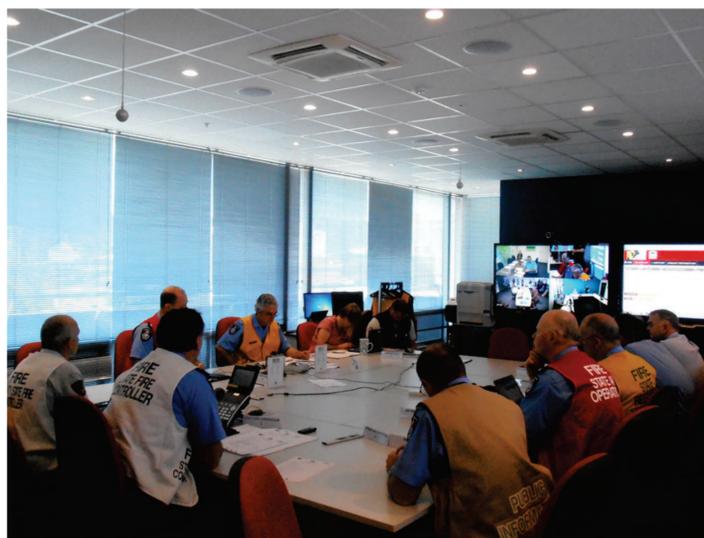
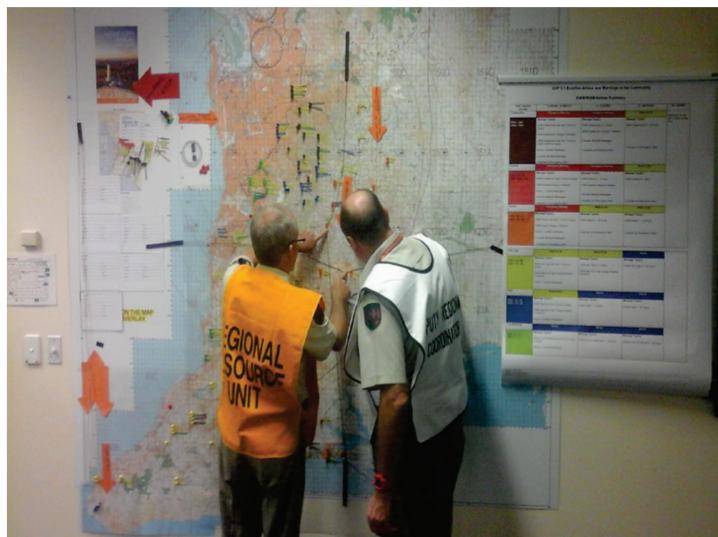
- Suite of Decision-Making Aide Memoirs for Emergency Management Practitioners.
- Strategies to Enhance Creativity
- Established the Extent of Best Practice Decision-Making With End-User Agencies

Organizational Learning

- Organisational learning practices that support research utilisation
- Development of an evidence-based research utilisation maturity matrix

End User Statement

The project is providing practical techniques and strategies to help people function in more complex EM environments now and into the future. End Users have trailed the tools being developed and found them to be useful. A number of agencies are implementing the tools in a variety of settings include real time evaluations, debriefs, exercising and individual use by IMT members



UTILIZATION

Use in Action

- Tools are being actively used to enhance emergency management.
- Tools are being used by observers to evaluate teamwork and decision making
- Tools are being used to structure response plans

Changing Policies

- Agencies are changing their policies to incorporate the tools.

Inclusion in Key Resources

- Tools are being included in AFAC resources
- A guide for crisis decision-making was produced with the Resilience Expert Advisory Group at Department of Home Affairs

Training

- Training courses have been developed
- Research workshops are being conducted

Ongoing Discussions

- Strategies to support application are being discussed with key industry groups (e.g. KIRUN group)