CRISIS RESOURCE MANAGEMENT

Call for Help Early

- Call for help early enough to make a difference
- Err on the side of getting more help
- Mobilize early personnel with special skills if they may be needed

Designate Leadership

- Establish clear leadership
- Inform team members who is in charge
- 'Followers' should be active in asking who is leading

Establish Role Clarity

- Determine who will do what
- Assign areas of responsibility appropriate to knowledge, skills, and training
- Active followers may offer specific roles

Distribute the Workload

- Assign specific tasks to team members according to their abilities
- Revise the distribution if there is task overload or failure

Communicate Effectively

- Command and request clearly
- Seek confirmation of request (close the loop)
- Avoid "thin air" statements
- Foster input and atmosphere of open information exchange among all personnel

Anticipate and Plan

- Plan & prepare for high work-load periods during low work-load periods
- Know where you are likely headed during the crisis and make backup plans early

Know the Environment

- Maintain situational awareness
- Know how things work and where things are
- Be aware of strengths and vulnerabilities of environment

Use All Available Information

- Monitor multiple streams of data and information
- Check and cross check information

Allocate Attention Wisely

- Eliminate or reduce distractions
- Monitor for task saturation & data overload
- Avoid getting fixated
- Recruit others to help w/ monitoring

Mobilize Resources

- Activate all helpful resources including equipment and additional personnel

Use Cognitive Aids

- Be familiar with content, format, and location
- Support the effective use of cognitive aids

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