

D5: Enhancing information flow and Incident Management Team effectiveness

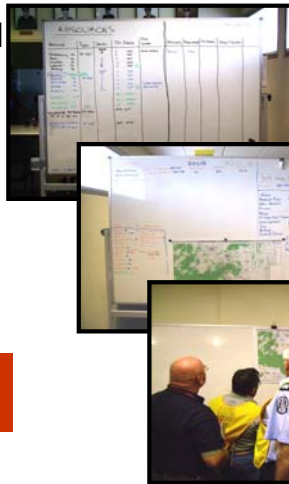
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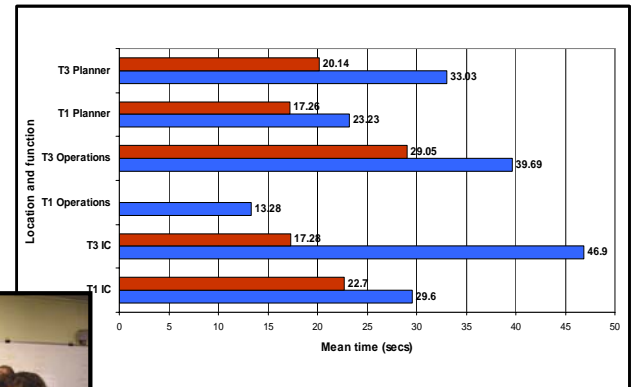
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Key research question

What (individual and collective) work practices can be identified that enhance effective communication, collaboration and shared understanding between operators involved in ICS/IMT performance?



Comparison of interaction with artefacts by location and function



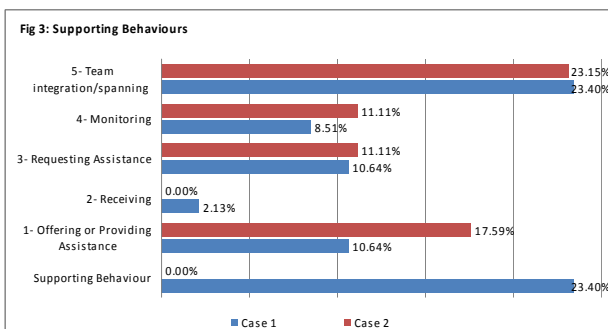
Findings to date

Groups use different artefacts (e.g., status boards) in different ways. Some are better organised/positioned than others. Groups higher in self-perceived teamwork effectiveness also use different communication strategies, which assists in faster establishment of the ICC and timely IMT information flows.

Shared representations and at different layers of Incident organising



Supporting behaviours



Management actions

