

Maximising (inter)agency team effectiveness

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Communication Strategies and Work Practices in High-Reliability Workplaces: A Study of Coordination Centres

Research Questions

What individual and collective communication and collaborative work practices can be identified that enhance incident management team (IMT) performance?

- What are the similarities and differences in communication strategies and collaborative work practices between research sites?
- How might IMT work performance and supporting infrastructures be modelled?
- How might IMT work performance be optimised through development of new practices (e.g.. Protocols, training)?



Features of High-Reliability Centres of Coordination

- Dynamic/uncertain environments;
- High temporal demands;
- Complex/tightly coupled;
- Higher-order thinking;
- Interdependent;
- High stakes of negative consequences.

HRO “mindfulness” is a set of cognitive processes directed at:

- Proxies for failure
- Tendencies to simplify
- Sensitivity to operations
- Capabilities for resilience
- Temptations to over-structure the system

Learning from past experiences in US Wildland Fire Agencies



This project would not be possible without the following collaborators:

