

# Leading in Safety, It's our choice..

Rena Crippen  
April 24, 2018

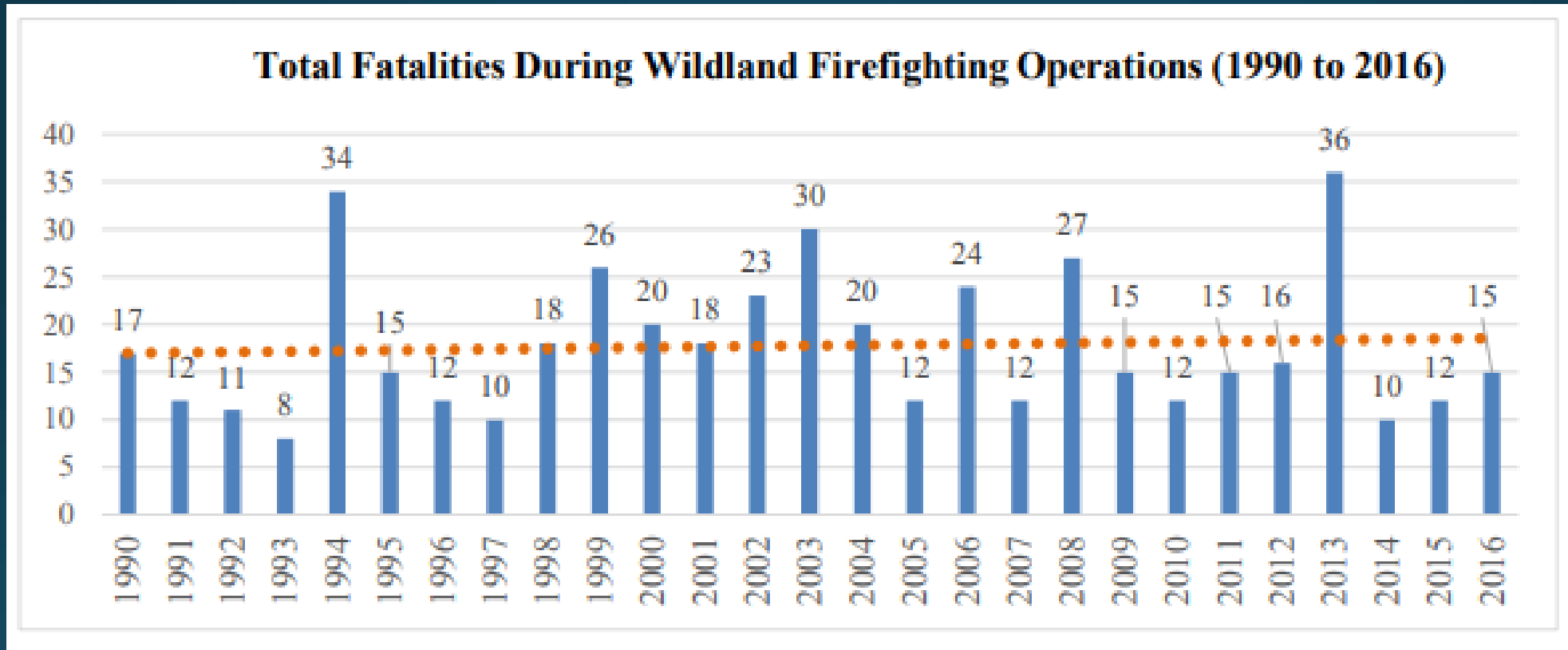
Region 6 Dispatchers Workshop  
Spokane, Washington



# Leadership

- The authority to lead is established by law-  
the decision to lead is a personal choice
- Leadership is a tough choice, you make a conscious  
decision to sacrifice your needs for those of your teams  
and the organizations
- A good leader is not defined by position
- We choose to lead because we want to make a difference

- The National Interagency Fire Center reported 480 wildland fire fighter fatalities from 1990-2016





# Line of Duty Deaths (LODD)

- From 2004 to 2016, there was an annual average of 86 LODD firefighter fatalities in all firefighting services,
- An average of 19 were wildland firefighters - over 20% of all firefighter Line of Duty Deaths



# Situational Awareness

- Jason Bourne Situational Awareness

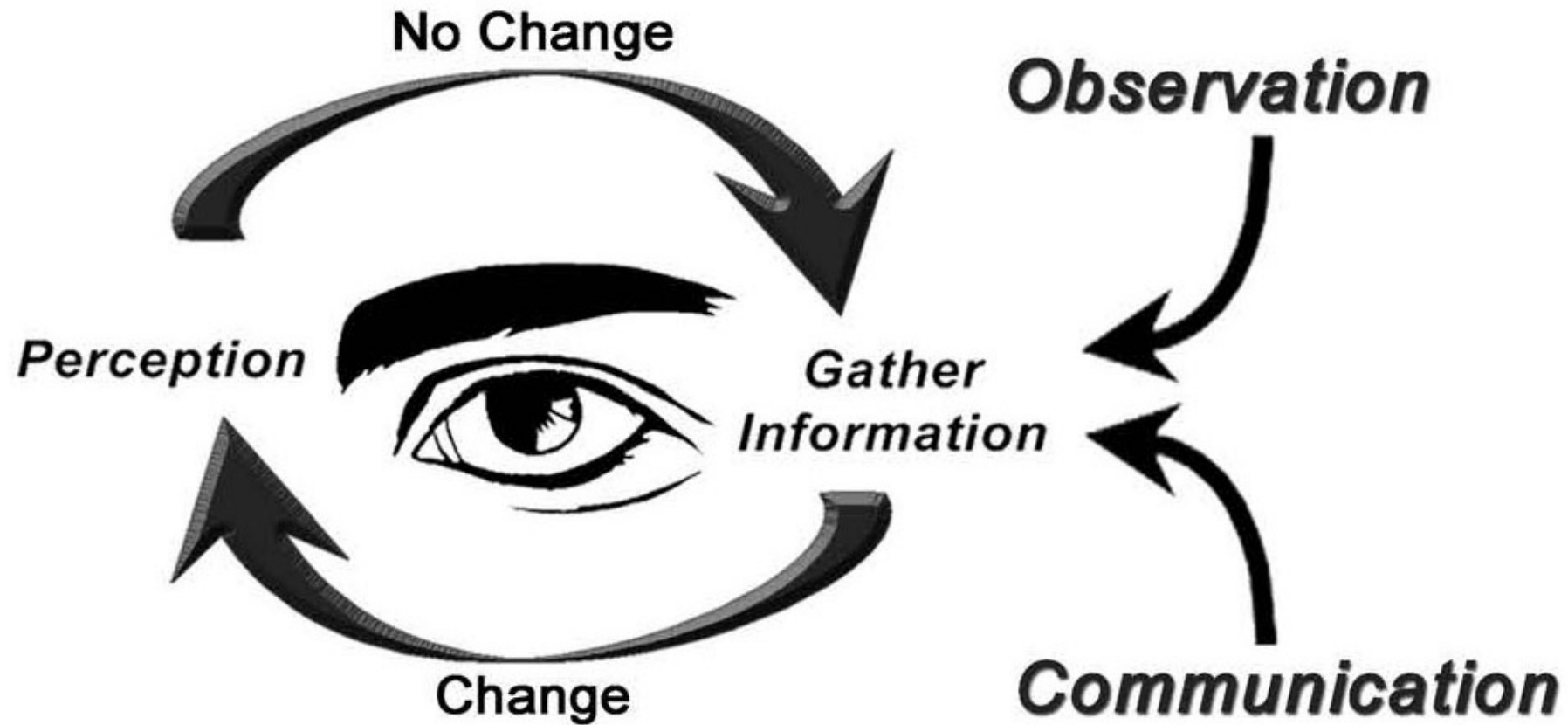
Why is situational awareness important to us in dispatch?



# Why is Situational Awareness so important to us?

- It is the basis for all decision making
  - *Your decisions have a tremendous impact on the safety of fire fighters, aviation personnel and your staff*
- If your perception of the situation is skewed, your decisions will be of little value and potentially harmful

# Situation Awareness Cycle



# To help maintain SA for our firefighters our dispatchers should be :

- Reading weather reports
- Tracking resource status
- Tracking incident(s) status
- Tracking aircraft
- Communicating with other dispatchers
- Sit reports (resource shortages)








# Factors that Contribute to Loss of Situational Awareness

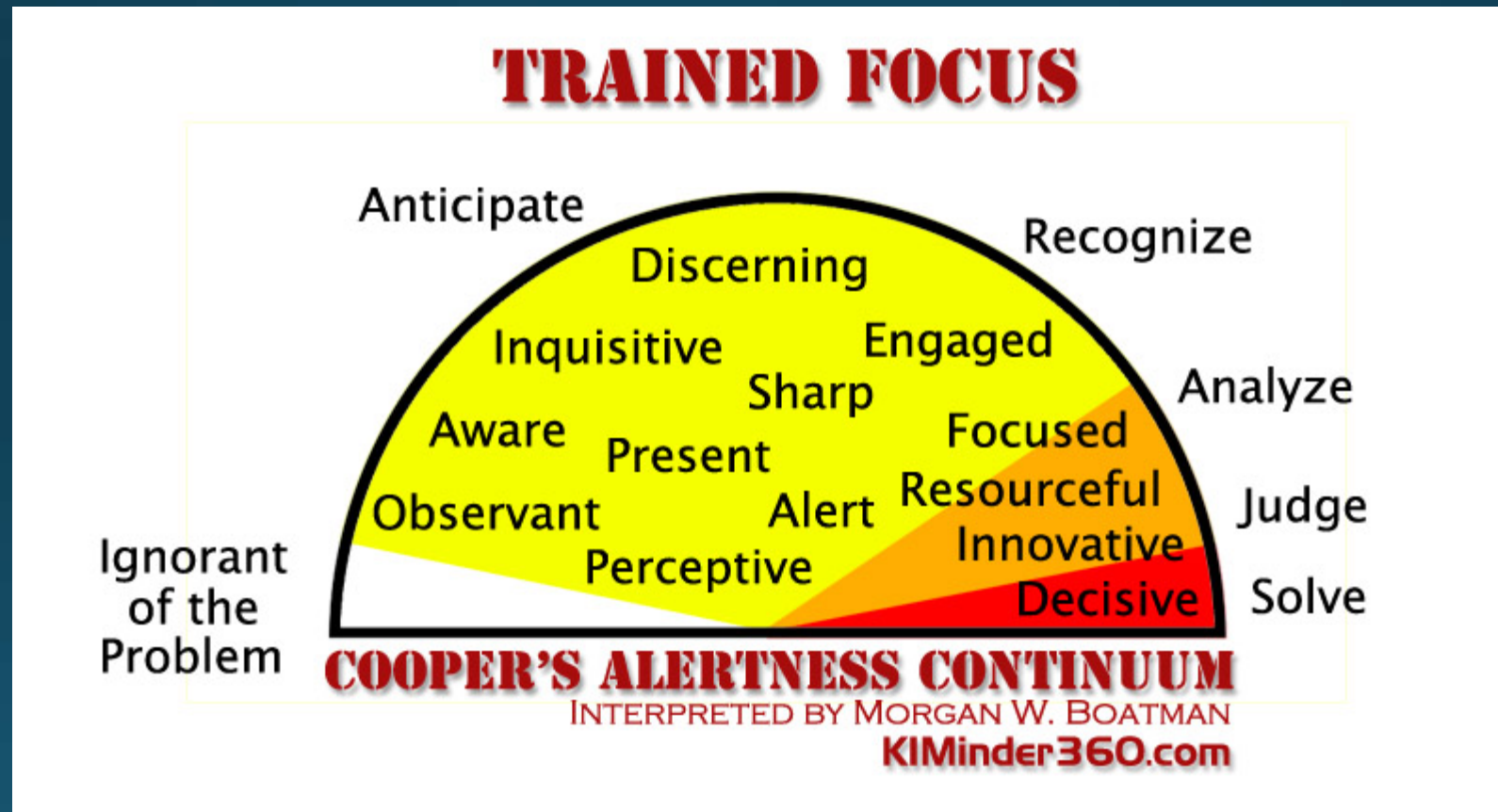
- Situational Awareness Traps
  - Low stress level
  - High stress level
  - Ambiguity
  - Confusion or unresolved discrepancies
  - Fixation or preoccupation
  - Failure to meet planned targets
  - Ignoring gut feelings

# CRAFTY COOPER'S COLOUR CODE FOR COMBATING CRAZED CORPSES

MR RIMSKY  
deviantart.com.au

	<p><b>White</b>      The lowest level of awareness</p> <p>Low psychological &amp; low physiological state</p> <p>Zombies will eat you. You are totally unaware of what is going on around you. This may be because you are asleep, fatigued, drugged, or stupid.</p>
	<p><b>Yellow</b>      Best level of general awareness</p> <p>Medium psychological &amp; medium physiological state</p> <p>You are on the look out for zombies. You are alert but not alarmed. You know you in potential danger and are contantly scanning for lurking zombies.</p>
	<p><b>Orange</b>      Getting ready to rumble</p> <p>Low psychological &amp; high physiological state</p> <p>You have spotted zombies. The possible danger makes you start to focus the details. You start evaluating the situtaion and formulating a plan.</p>
	<p><b>Red</b>      Getting into the action</p> <p>Low psychological &amp; very high physiological state</p> <p>The zombie mayhem is on. You are totally focussed on the running, hiding or fighting. But you have little awareness of your broader surroundings.</p>
	<p><b>Black</b>      The dreaded amygdala hijack</p> <p>Low psychological &amp; extreme physiological state</p> <p>The panic sets in. You become overwhelmed by the stress, making your heartrate skyrocket. Mentally you freeze up and the zombies eat your braaiiins.</p>

# Situational Awareness



# How to Strengthen Situational Awareness

- Anticipate
  - Anticipation helps you stay ahead of events by projecting the current situation into the future
- Consider contingencies
  - Run through some “What-ifs”



# LCES for Fire Fighters

- L – Lookouts
- C - Communicate
- E – Escape Routes
- S- Safety Zones

# LCES for Dispatch

- L – Listen
- C - Communicate
- E - Evaluate
- S- Service



# L – LISTEN

- Effective listening isn't easy – It takes energy to really listen at the time someone is speaking.
- **Listen to Understand**  
People—including peers, subordinates and superior officers—speak to us to meet a need.
- Listening for understanding is challenging because it involves more than just hearing the spoken words
- Effective leaders look beyond words to recognize the full message and ensure understanding.



# C- COMMUNICATE

- RESPECT
- As Ralph Waldo Emerson said, “Your actions speak so loud I cannot hear what you are saying.”
- Your words and tone of voice profoundly influence face-to-face communications.
- The speaker’s nonverbal language reflects attitudes, emotions, state of mind, and related messages. Nonverbal cues include: facial expression, eye gaze, postures
- When nonverbal cues don’t match the spoken words, the result is mixed messages



# E - EVALUATE

- What are our options
- Is the plan working, do we need to change it
- What aren't they thinking about
- What if...
- How am I doing
- How is my staff doing
- New information changes everything, how do we proceed...





# S - SERVICE

- To serve others is to ultimately to serve yourself

# ANTI-STRESS KIT

1. PLACE ON A FIRM SURFACE
2. FOLLOW DIRECTIONS IN CIRCLE
3. REPEAT UNTIL YOU ARE UNSTRESSED OR BECOME UNCONSCIOUS



BANG  
HEAD  
HERE



## Stress Management

Share your stress

Know your limits (no)

Take care of yourself

Physical activity

Restful Sleep

Healthy eating

Make time for fun

Relaxation Techniques

Meditation

Progressive muscle relaxation



**Practice makes perfect**

**How much time during the day do you take for yourself?**

**How much time do you take checking in on the well being of others?**

**Stress no longer comes mainly from threats to physical safety but from interactions with others and the demands of modern culture.**

**Questions ?**

**Discussions?**