D5: Enhancing information flow and Incident Management Team effectiveness

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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?

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.

Supporting behaviours

Comparison of interaction with artefacts by location and function

Shared representations and at different layers of incident organising

Management actions

Fig 3: Supporting Behaviours

Fig 4: Management Actions