

Beslutningsstøtte og arbeidsflyt -  
de menneskelige faktorene



## Sammenhengen - Situasjonsbevissthet (SA) og Felles Mentale Modeller (FMM)

- SA: "the **perception** of the elements in the environment within a volume of time and space, the **comprehension** of their meaning and the **projection** of their status in the near future" (Endsley, 1995).
- FMM: " models which are shared are defined as "knowledge structures held by members of a team that enable them to form accurate explanations and expectations for the task, and in turn, to coordinate their actions and adapt their behavior to demands of the task and other team members (Cannon-Bowers et al., 1993)"

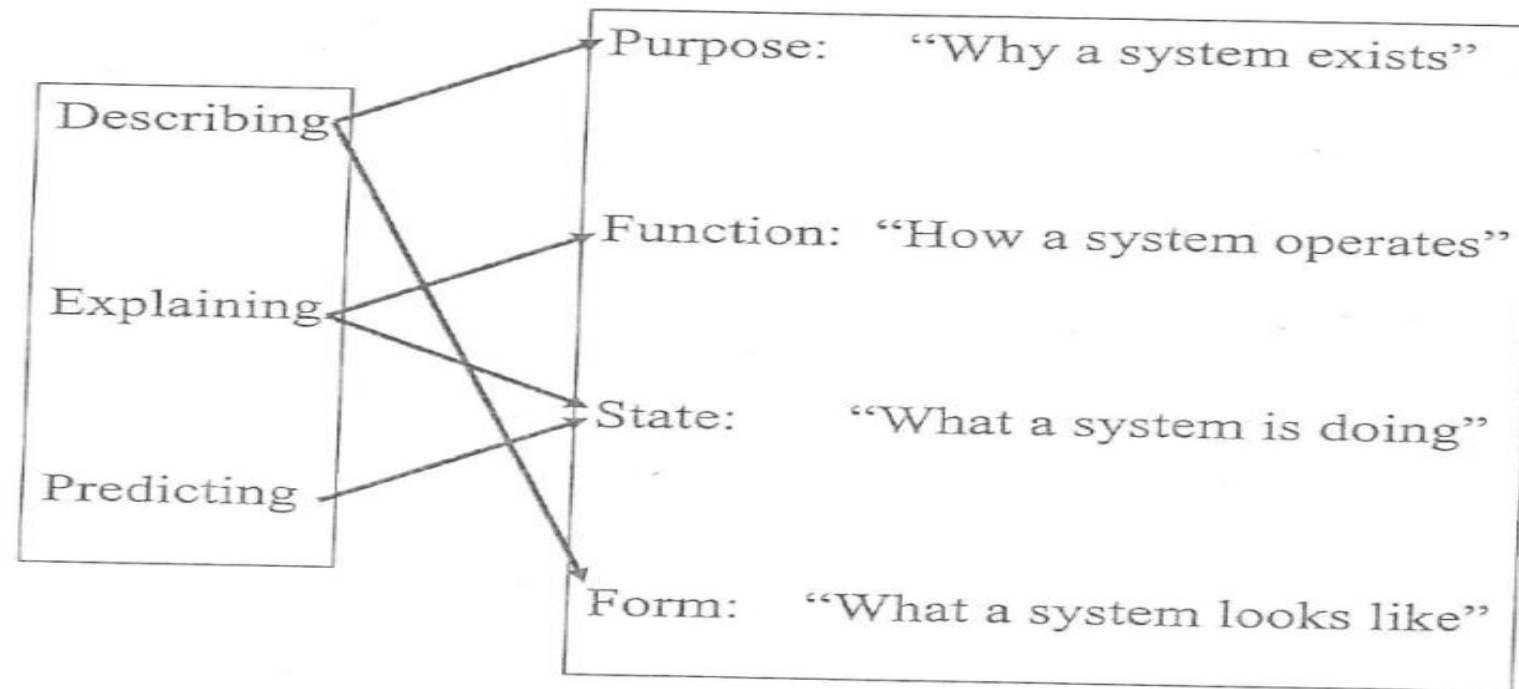
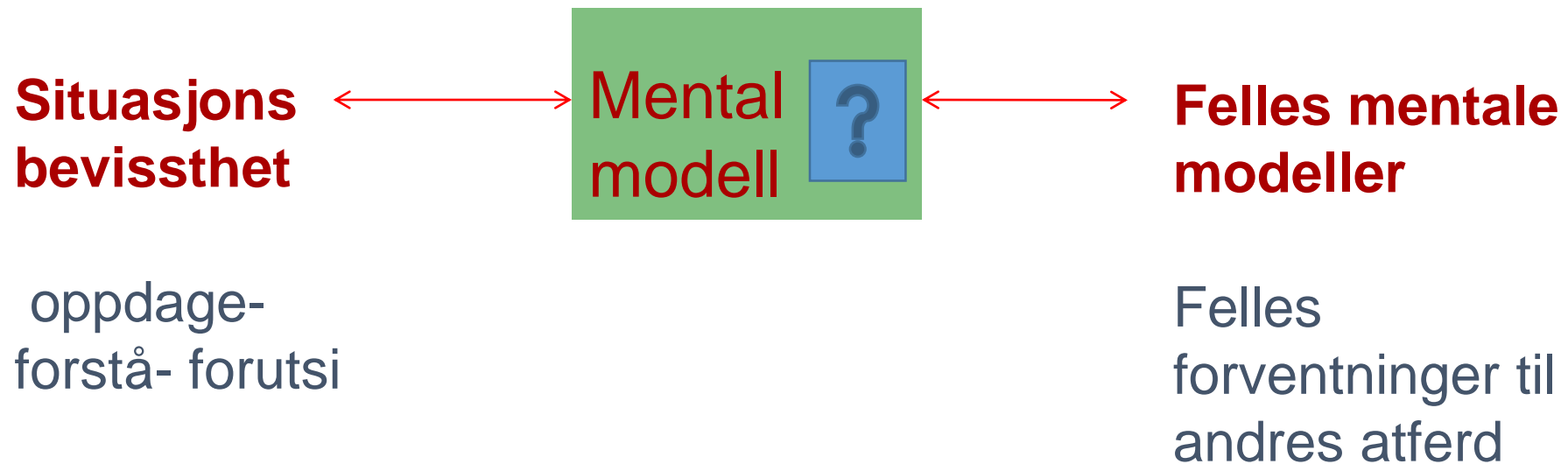
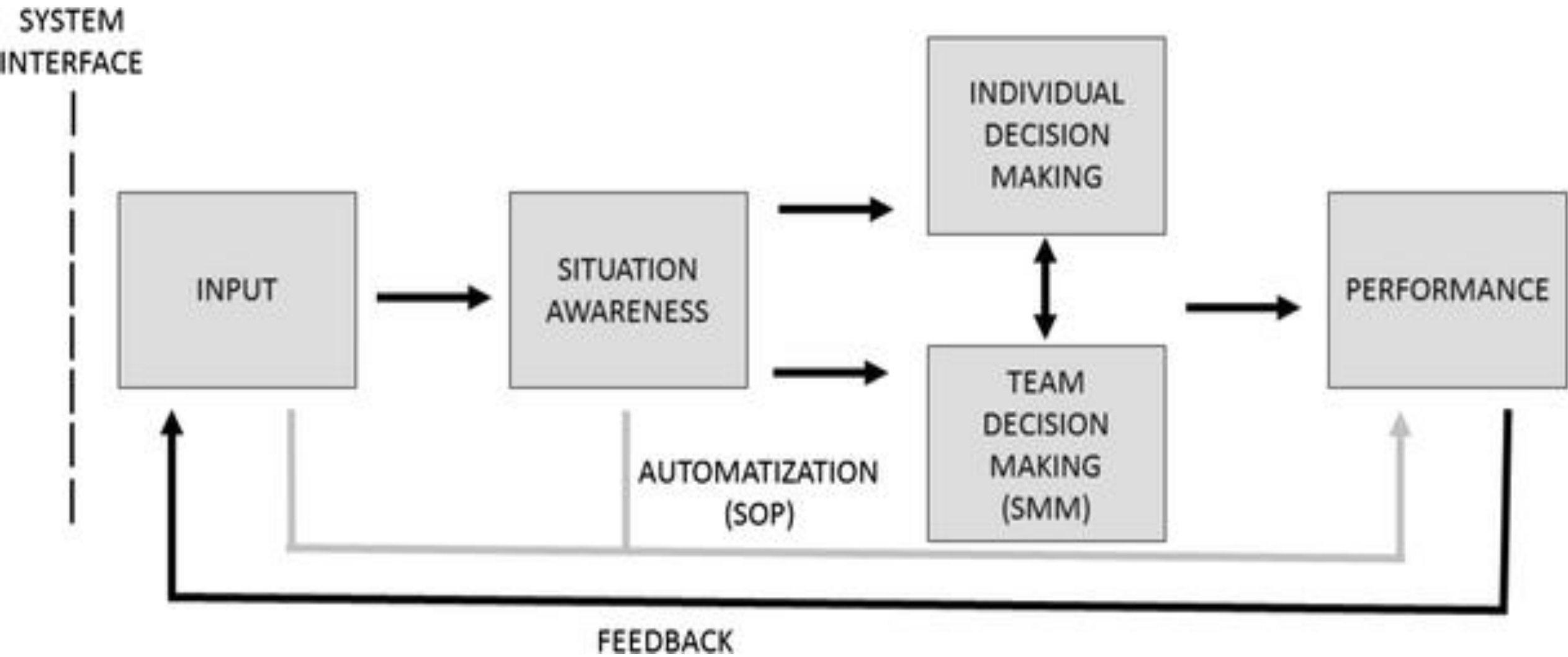


Figure 8.2. Purposes of Mental Models

# Læring og koordinering



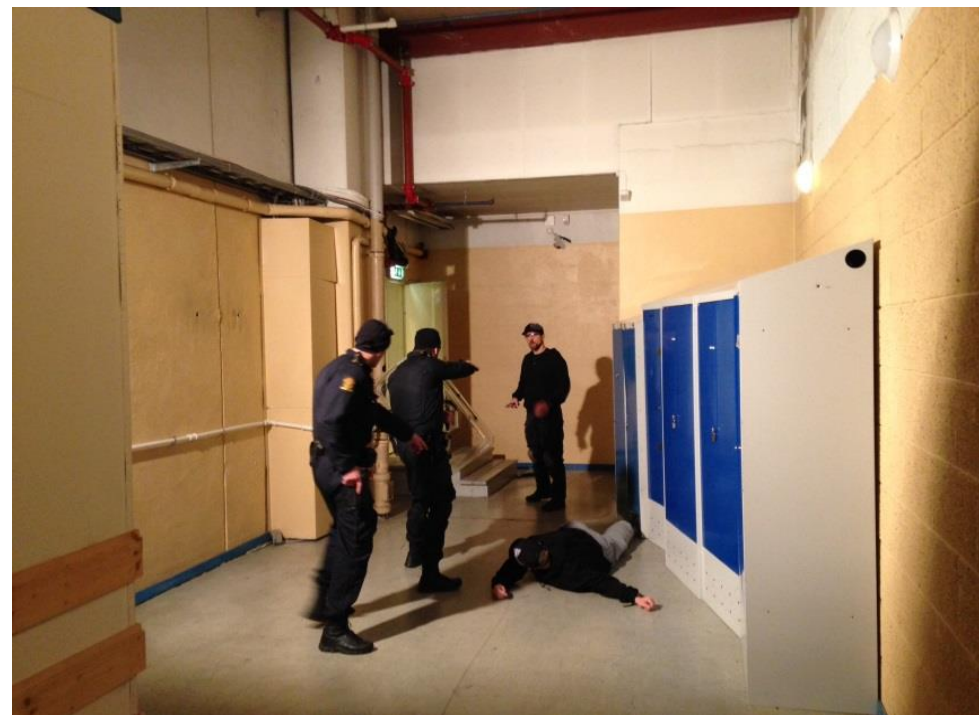
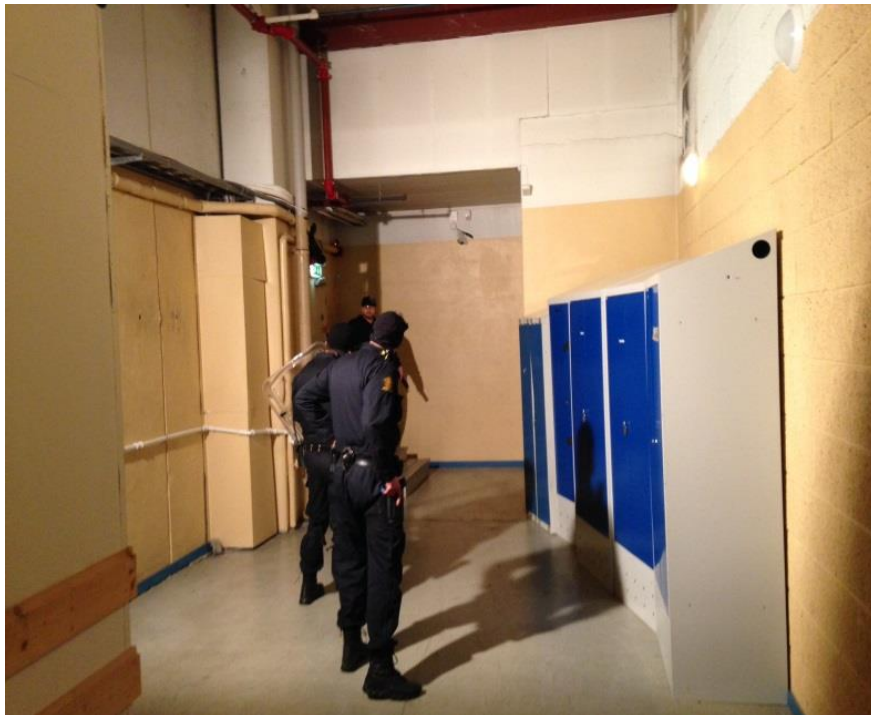


Johnsen, B. H., Espevik, R., Saus, E. R., Sanden, S., & Olsen, O. K. (2016). Note on a training program for brief decision making for frontline police officers. *Journal of Police and Criminal Psychology*, 31(3), 182-188.

# Effekt av treningen

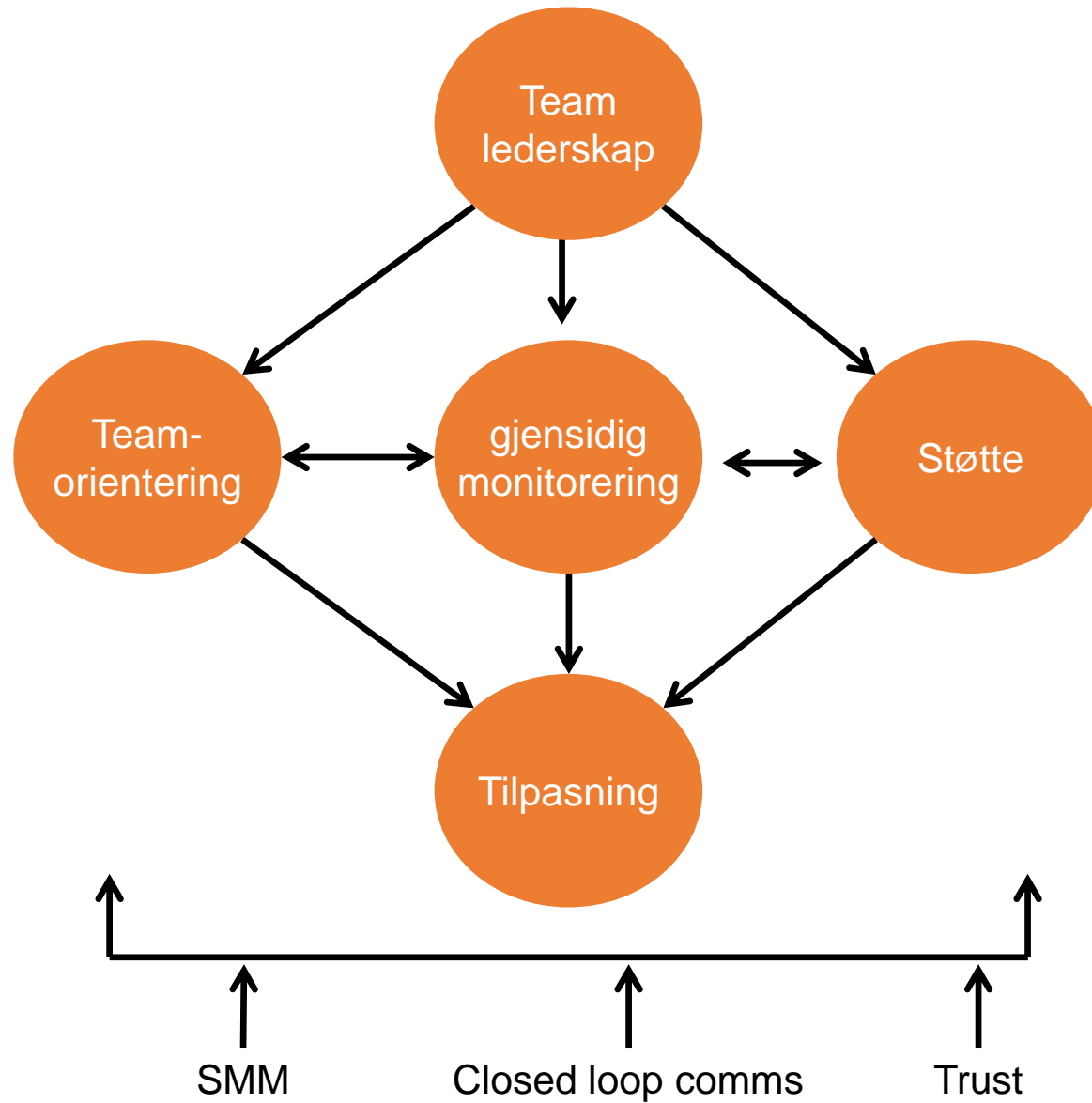
- Målscenario

- Ran med bruk av kniv
- Makkerpar sikre bakdør til hospits
  - 3 sekvenser
    - 5 min kjøretid (planlegging)
    - Uklar situasjon (mål 1)
    - Klar situasjon (mål 2)
- 2 (trent vs ikke-trent) x 2 (IP3 vs IP4) design





# The Big Five for teamwork



Referanse: Salas, Sims, & Burke, 2005

# Negativ samhandling (The Nasty Three)

- «Bad is stronger than good»
  - Dominans (Ulven):
    - I utgangspunkt positivt , men...
    - Overdreven selvmarkering
  - Fiendtlighet (Slangen):
    - Sårende (spydig, latterliggjøring etc)
    - Mistenksomhet/manglende tillit
  - Ikke deltagende (Gaupa) :
    - Isolering (ikke dele/ikke delta)
    - Overdreven «ydmykhet» («push over», føyelig etc)

