



SANTA CLARA COUNTY TRAINING OFFICERS
SECTION OF THE COUNTY FIRE CHIEFS

The Santa Clara County Training Officers, in partnership with the Santa Clara County Fire Department, presents:

The Mental Management of Emergencies:
Improving Situational Awareness and Decision Making Under Stress

Instructed by Rich Gasaway

January 6, 7, or 8, 2014

Home Church, 1799 S. Winchester Blvd., Campbell, CA

0900 to 1600 hours each day - (A one-day class offered on 3 separate days)

Since the inception of the National Firefighter Near-Miss Reporting System in 2005, the leading contributing factors to near-miss events are NOT strategy, tactics, equipment, procedures or training. The leading contributing factors are flawed situational awareness, poor decision-making and human error. Likewise, the line-of-duty death investigation reports issued by the National Institute of Occupational Safety & Health repeatedly cite issues with situational awareness and decision making as leading contributing factors in casualty events. Organizations with state-of-the-art equipment, sound strategy & tactics, well-developed SOPs and command training centers are still experiencing incident scene casualties. The solution to improving your safety lies with improving your situational awareness and decision-making – learning how to see the bad things coming in time to change the outcome.

This program explores and discusses:

- 6 ways physical and mental stress impact decision making;
 - 7 step process for making decisions in high stress, dynamic, rapidly changing environments;
 - 4 essential components to making quality decisions under stress.
 - How the brain uses pattern matching, mental modeling and information chunking to make high stress decisions.
 - 3 levels of situational awareness including how to develop and maintain each.
 - Common situational awareness flaws that can have catastrophic outcomes.
 - Best practices for developing and maintaining situational awareness in high-stress, high consequence situations
- *This is not a strategy and tactics presentation. This program focuses on the neuroscience of high stress, high consequence decision-making and the process for developing and maintaining situational awareness.*
 - *This class is not just for fire service personnel; law enforcement and emergency medical service personnel who serve as first responders will also find great benefit from the information provided.*

Presenter Biography



Richard B. Gasaway entered the fire service in 1979 and has served as firefighter, paramedic, lieutenant, captain, assistant chief and fire chief in 6 fire and EMS agencies in West Virginia, Ohio and Minnesota. After completing his 30-year fire service career, Chief Gasaway founded Situational Awareness Matters! a consulting and teaching organization dedicated to improving how individuals, teams and organizations make decisions in stressful environments. Since launching in October 2011, the Situational Awareness Matters website has welcomed over 300,000 worldwide visitors who have downloaded over 2.5 million pages of free content.

As a professional speaker and author, Dr. Gasaway has contributed to more than 350 books, book chapters and journal articles on topics related to leadership, safety, situational awareness and decision making under stress. His best selling books, *Situational Awareness Matters Volumes 1 & 2*, *Fireground Command Decision Making*, and *Situational Awareness for Emergency Responders* recently published by Fire Engineering, serve as essential guides for helping first responders develop and maintain situational awareness while making high-stress, high-consequence decisions. His high-energy, humor filled presentations are a favorite with emergency service providers and have earned him over 2,200 program and keynote address invitations throughout the United States, Canada, The United Kingdom, Hong Kong and Australia.

Chief Gasaway holds bachelors, masters and doctoral degrees and is a graduate of the National Fire Academy Executive Fire Officer program where he now serves as a resident faculty member. He also serves as an instructor for the Executive Development Program at the Maryland Fire & Rescue Institute. Chief Gasaway was the 30th chief officer to be credentialed by the Commission for Public Safety Excellence. Chief Gasaway is a big proponent of "Paying it forward" and gives back to the profession by serving as the Chancellor for the International Society of Fire Service Instructors (ISFSI) credentialing program and a peer evaluator for the Center for Public Safety Excellence (CPSE) Chief Fire Officer Credentialing program. He can be reached through his websites: www.RichGasaway.com or www.SAMatters.com

Cost: \$95.00

To Register: Please see next page for registration form.

More Info: Contact Steve Prziborowski at 408-896-6890 or steve.prziborowski@cnt.sccgov.org

REGISTRATION FORM

Dr. Rich Gasaway presenting...

The Mental Management of Emergencies:

Improving Situational Awareness and Decision Making Under Stress

Home Church, 1799 Winchester Blvd., Campbell, CA 95008

<u>Choose the date you plan to attend:</u>	<u>Cost:</u>	<u>Quantity:</u>
- Monday January 6, 2014	\$95.00	_____
- Tuesday January 7, 2014	\$95.00	_____
- Wednesday January 8, 2014	\$95.00	_____
TOTAL:	_____	_____

Name: _____

Department: _____

Street Address: _____

City, State, Zip Code: _____

Phone Number: _____

E-mail: _____

For this class, the only form of payment will be checks, money orders or cash.

- **Please make your check or money order payable to:**

Santa Clara County Fire Department.

- **Please send your payment to:**

Santa Clara County Fire Department
Attention: Steve Prziborowski
14700 Winchester Blvd.
Los Gatos, CA 95032-1818

- **Cancellation Policy:**

Full refunds will be provided if requested more than 14 calendar days before the first day of class at 1500 hours. If a refund is requested within 14 calendar days before the first day of the class, the student may be given credit for a future course, but not a full refund. No refunds will be provided if the student does not attend the class, or if they begin the class but do not complete the class.