

# RESPONDING TO EMERGENCIES

## A LEADER'S ROLE

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### WIND THE CLOCK

1

Maintain aircraft control

2

Analyze the situation and take appropriate action

3

Land as soon as conditions permit

## TOPICS

- BEFORE THE EMERGENCY
- WHEN THE EMERGENCY HAPPENS
  - KNOWN HAZARDS
  - NEW HAZARDS
- AFTER THE EMERGENCY

## LEADERSHIP TASKS

- Prepare
- Test
- Respond
- Reassess

# FACTORS IN PREPARATION

RISK  
NOMOGRAM

PREPARE FOR  
THE WORST,  
HOPE FOR THE  
BEST

## RISK NOMOGRAM

**Probability**

- Almost Certain
- Quite Possible
- Unusual but Possible
- Remotely Possible
- Conceivable (but very unlikely)
- Practically Impossible

**Exposure**

- Very Rare
- Rare
- Infrequent
- Occasional
- Frequent
- Continuous

**Consequence**

- Numerous Fatalities - Catastrophe
- Multiple Fatalities - Disaster
- Fatality - Very Serious
- Serious Injury - Serious
- Casualty Treatment - Important
- First Aid Treatment - Noticeable

**Risk Parameters**

Probability: Almost certain

Exposure: Infrequent

Consequence: Important

**Risk**

40  
Moderate Risk

Very High Risk  
High Risk  
Substantial Risk  
Moderate Risk  
Low Risk

From riskex.com

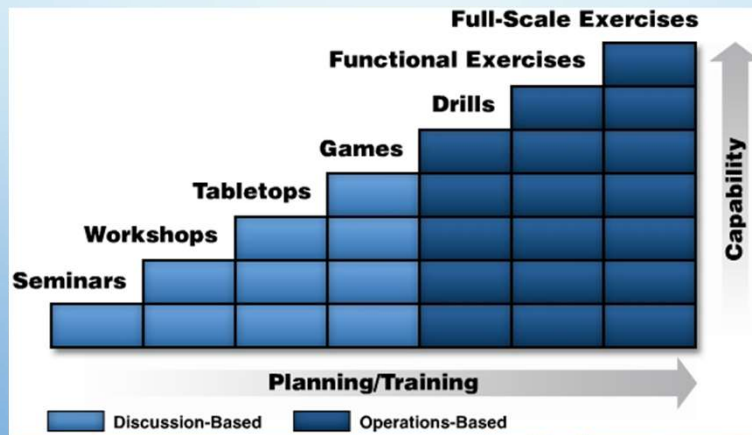
## DEJA VU

- HAZARD IDENTIFICATION AND MITIGATION PLANNING
- RISK NOMOGRAMS
- UNANTICIPATED CONSEQUENCE – WE'VE BEEN HERE BEFORE

## TRAINING

- CRAWL/WALK/RUN
- KEY LEADERS FIRST

## TRAINING AND EXERCISES



## LEADER'S RESPONSIBILITIES

- BE PROACTIVE
- BE VISIBLE
- BE ACCOUNTABLE
- BE HONEST
- BE SUCCINCT

## COMMAND AND CONTROL

- BY FAR THE MOST CHALLENGING ASPECT OF ANY EXERCISE OR REAL WORLD SCENARIO
- FACTORS:
  - TECHNOLOGICAL
  - CULTURAL
- COMMANDER'S INTENT
  - SUBORDINATE INITIATIVE

## COMMUNICATION

- MEASURE TWICE, CUT ONCE
- SCRIPTS
- CALMING INFLUENCE DURING STRESSFUL SCENARIOS

## BASICS

- ROLES AND RESPONSIBILITIES
- INTERFACES/RESOURCES
  - ABOVE
  - BELOW
  - LATERAL
- COMMUNICATIONS CAPABILITIES
  - BACKUP COMMS
- PLANS

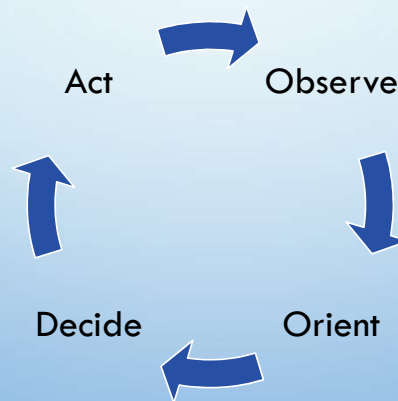
## THE MAIN POINT

- YOU ARE DOING TEAMBUILDING!!
- GET THE RIGHT PEOPLE ON THE BUS
- GET THE WRONG PEOPLE OFF OF THE BUS

## IF YOU CAN KEEP YOUR HEAD

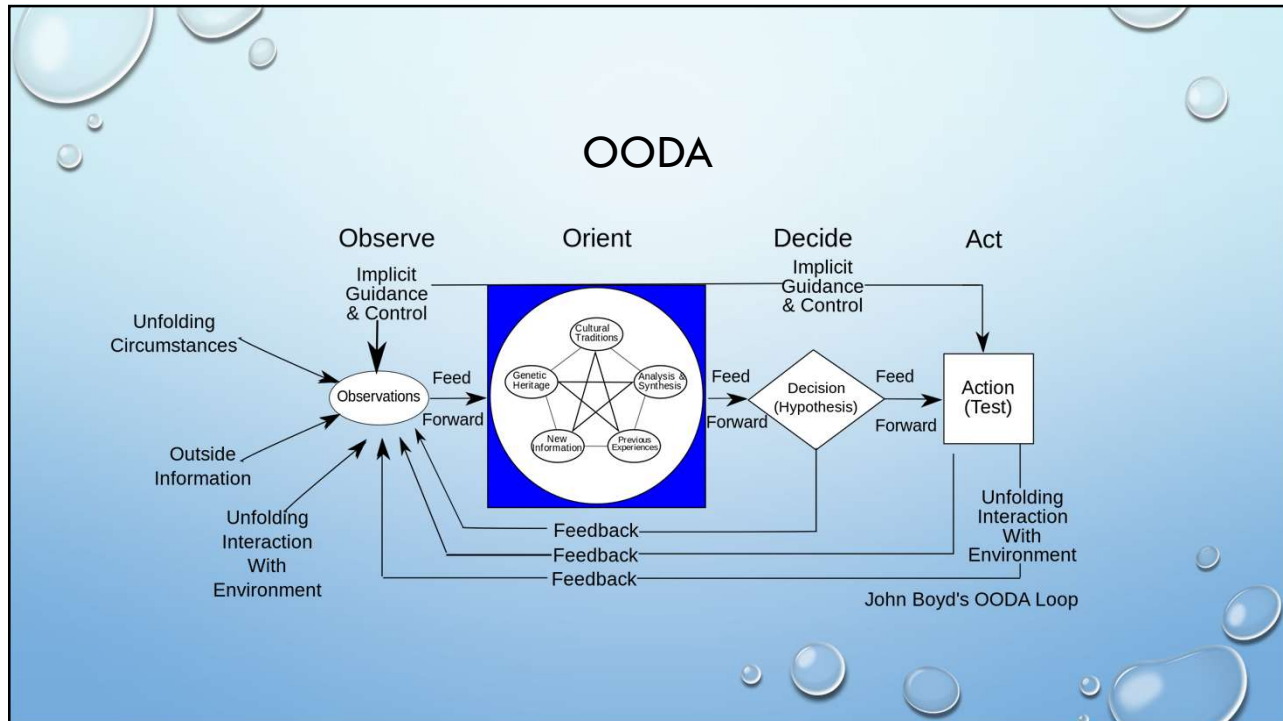
- WHEN ALL ELSE ARE LOSING THEIRS .... CLEARLY YOU DON'T HAVE A FIRM GRASP ON THE SITUATION!
  - STAFF WILL KEY OFF OF YOUR TONE

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When in doubt ....  
Do something





## COMMAND CENTER OPERATIONS

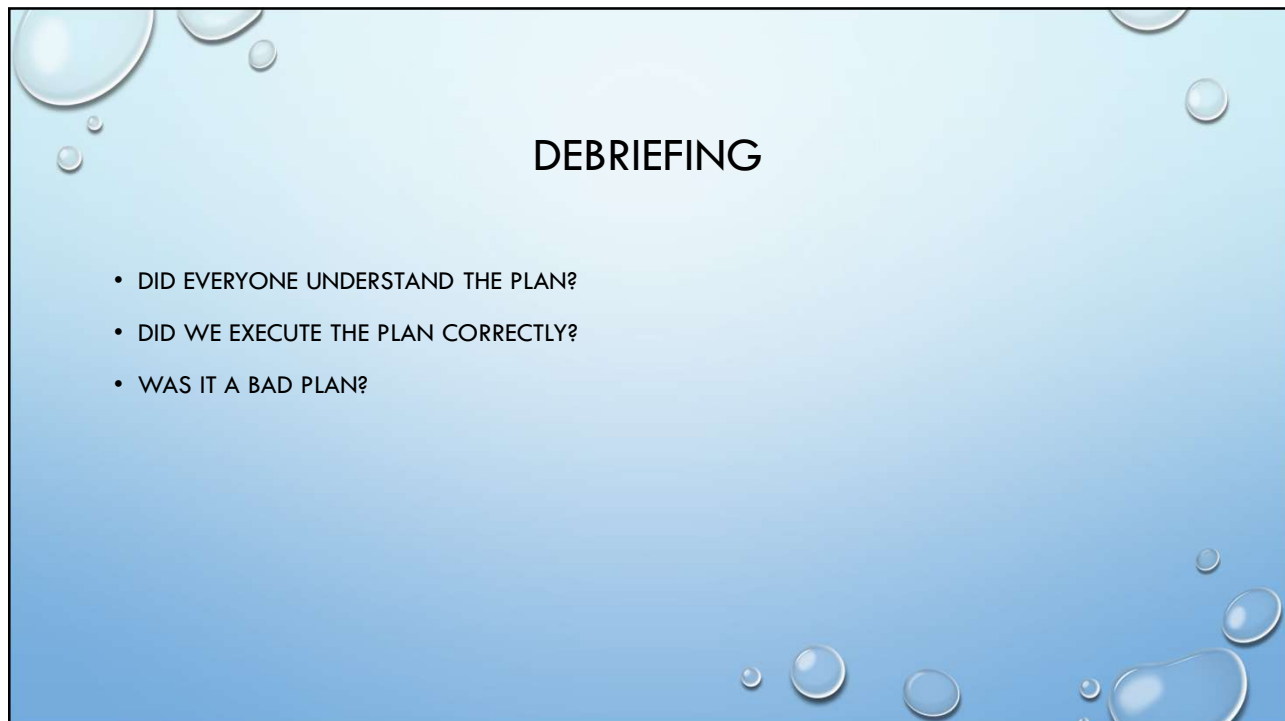
- BATTLE RHYTHM
- MICROMANAGEMENT
  - WHO'S DOING YOUR JOB?

## PRACTICE

- FIRST REPORTS
- OODA
- LEADERSHIP SUCCESSION PLANNING

## TIME

- MINUTES COUNT!
- SO DO MISTAKES
- CNN EFFECT



## REAL-WORLD EMERGENCIES

- YOU DON'T FIGHT WITH THE TEAM YOU WANT; YOU FIGHT WITH THE TEAM YOU HAVE
- FIGHT LIKE YOU TRAIN
- WIND THE CLOCK
- TRUST YOUR FIRST RESPONDERS
- FIRST REPORTS FROM THE BATTLEFIELD

## EARLY STAGES - THE WHAT'S

- WHAT DO WE KNOW?
- WHAT DON'T WE KNOW?
- WHAT DO WE THINK?

## MEDIA

- FACTS!
- NO SPECULATION
- NO POLITICS
- 3 B'S

## SOCIAL MEDIA

- EMPATHIZE WITH YOUR CONSTITUENTS
- HAVE A PLAN
- PERCEPTIONS BECOME REALITY
- PRACTICE; SCRIPT

## GET BACK TO YOUR MISSION

- A SENSE OF NORMALCY
- AS SOON AS PRACTICAL

## NOW COMES THE HARD PART

- DEBRIEF
- LESSONS LEARNED AND CAPTURED

