Reckon&Choose!

Improving Emergency Collaboration at the Tactical Level

LEARNING FOR SECURITY

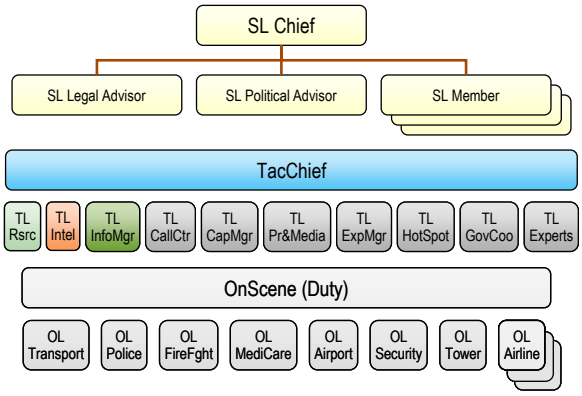
The *Reckon&Choose!* web-based simulation game highlights key organisational and procedural challenges of crisis management at the tactical level.

The Learning for Security (L4S) project

The Learning For Security Project (L4S) is co-funded by the European Commission's 7th Framework Programme. It provides the opportunity to address and significantly advance the state-of-the-art in two relevant areas:

- Technology-enhanced learning experiences of collaboration dynamics and competencies development on crisis management in the transportation industries
- Design of Advanced Simulations based on models of human behavior under the specific conditions of crisis situations in the transportation sector

OFAI's Mag. Micko during a pilot session at the University of the Aegean in Chios, Greece.



The principled idealised model of organisational levels developed for and promoted in Reckon&Choose!

Improving European Crisis Management

Reckon&Choose! meets the urgent need to make progress with consolidation and broad adoption of a body of knowledge and best practices for European emergency collaborations. It motivates a path towards standardisation by addressing the high heterogeneity of national and regional approaches through promotion of structural and procedural principles.
Reckon&Choose! targets crisis management professionals as well as academics. The platform aims to improve the learners' grasp of the mutual influences between the idealisations of theoretical models and the piecemeal subjective perceptions during an unfolding crisis.
Reckon&Choose! motivates sustained engagement through promotion of positive attitudes towards inter-organisational information sharing and communication and awareness of the impact of related knowledge and skills.

Tactical Crisis Management

Reckon&Choose! models tactical crisis management as the operation of a" *Coordination of Intent Centre*" that has to co-ordinate definitions of intra- and inter-organisational goals; requests and allocations of means; and the identification and use of available operational methods. Small groups of players face the challenges of fast and lean leadership for inter-agency operations, based on partial and dynamic information, through continuous negotiation and re-negotiation of contracts: *There is no direct command!*
A further focus lies on feasibility concerns for identified options, to be documented in terms of risks and opportunities considered.

"A strength is the realism of the situation."
"Theoretically valid, engaging and challenging!"

Feedback from a Pilot testing session of *Reckon&Choose!* held at Università Cattolica del Sacro Cuore (UCSC), Milano, Italy, in December 2010.

COOPERATION

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Experts and students engaged in the challenges of the Reckon&Choose! *learning experience*

The *Reckon&Choose!* Scenario

Reckon&Choose! requires small teams of three players to address the challenges of an emergency situation unfolding at Redland's *Willcrash* airport. Players must draw on information about facts, organisations, and established procedures detailed in the simulation game's *Countrybook*. The user interface captures essential workflow aspects, such as possibilities and necessities of information push and pull. The set-up includes enforced constraints that highlight the importance of teamwork as well as optional coordination devices.

Each player impersonates the idealised but principled role of a member of the tactical level crisis management. The group must face the demands of real-time information management and decision making and the tension between intra- and inter-organisational perspectives from the point of view of their particular responsibilities and dependencies. Player decisions have both local/immediate as well as global/delayed effects. In addition, the simulation game includes stochastic events and outcomes. Against this dynamic picture, qualities such as openness and coherence of behaviour exert key influences on performance.

Key Learning goals

Individual

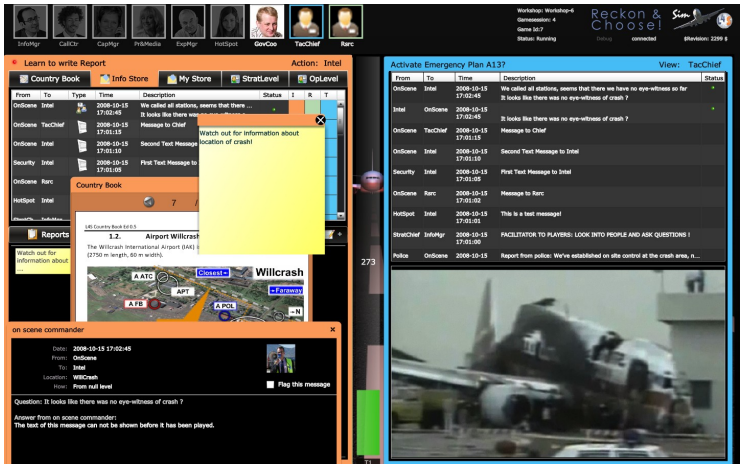
- The power of feeling of inter-organisational ***"We!"***
- Knowledge and use of standards, conventions, and tools for collaborative task execution

Team

- Practical application of relevant decision-making methods
- The importance of documentation in dealing with framing and reframing of the situation, also and in particular under stressful, highly dynamic conditions
- Making compromises and accepting trade-offs
- Commitment to course of action

Inter-organisational

- Positive attitudes on communication and information sharing



The user interface of the Reckon&Choose! *simulation game*

Organisational Aspects

Reckon&Choose! is not a stand-alone game, but part of a blended learning experience of an overall duration of four hours. Given the intensity and level of detail of the simulation game, no more than three teams of three players per facilitator and a limited total number of teams are recommended, in particular for expert trainees. Before the event, an hour preparation time is required of each registered participant, to study the reference *CountryBook* detailing the scenario. Fluency in English language in listening and reading as well as authoring and typing of texts is assumed.

To learn more, please visit:

www.l4s-project.info

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