Unit 7: Interactions

STUDENT GUIDE

Objectives

By the end of this unit, students will be able to:

* Identify key strategies for interacting with members of the Planning Section, members of the Incident Management Team (IMT), and personnel outside of the Incident Management Team

* Describe the Planning Section Chief (PSC)'s responsibilities in supervising and managing the Planning Section

* Identify opportunities for interaction and information exchange

* Identify non-Incident Command System (ICS) personnel or groups the Planning Section Chief may need to interact with on an incident

Methodology

This unit uses lecture, an exercise, and discussion.

Content from Unit 7 will be tested during the final exam. Instructors will evaluate students' initial understanding of the Resources Unit through the facilitation of Exercise 6.
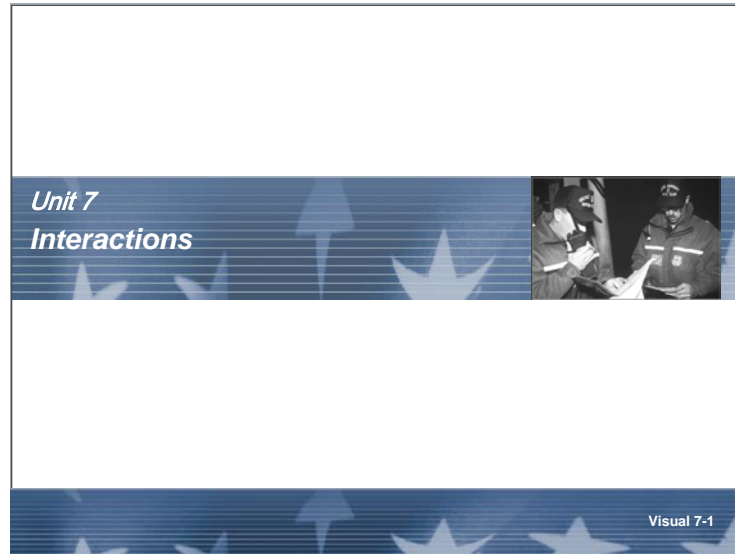
The purpose of this exercise is to provide participants with an opportunity to practice managing issues encountered by the Planning Section.

Time Plan

A suggested Time Plan for this unit is shown below. More or less time may be required, based on the experience level of the group.

Topic	Time
Lesson	1 hour
Exercise 6	1 hour
Total Time	**2 hours**

Topic   Unit Title Slide

Unit 7
Interactions

Visual 7-1

Key Points

S c o p e   S t a t e m e n t

Through this unit, students will learn the importance of proper and effective internal and external communication. Students will gain an understanding of the Planning Section Chief's interaction and cooperation with other functions and positions on an incident and with entities outside of the Incident Management Team.

Topic   Unit Terminal Objective

Key Points

U n i t   T e r m i n a l   O b j e c t i v e

Identify the key strategies for interacting with members of the Planning Section, members of the Incident Management Team, and personnel outside of the Incident Management Team.

U n i t   E n a b l i n g   O b j e c t i v e s

- Describe the Planning Section Chief's responsibilities in supervising and managing the Planning Section

- Identify opportunities for interactions and information exchange

- Identify non-Incident Command System personnel or groups the Planning Section Chief may need to interact with on an incident

Topic　　　　Unit Overview

Key Points

Topic   Section Personnel Interaction

Section Personnel Interaction

Visual 7-4

Key Points

Topic   Section Personnel

Key Points

You have to be the spokesperson for the Planning Section personnel. The majority of your problems at this level will be due to personnel issues and relationships.

Due to the inherent responsibilities:

* Managing the Planning Section requires strong supervisory and interpersonal skills

* Coach, taskmaster, cheerleader, and diplomat are all rolled into one

Topic   Interpersonal Skills

Key Points

The supervisory and interpersonal roles and skills required of the Planning Section Chief include:

- Communicator

- Problem solver

- Coach

- Bridge builder

- Mediator

- Motivator

- Detail-oriented

- Perceptive

- Facilitator

- Advisor

- Information seeker

- Accessible

- Active listener

Topic   Establish Section Priorities

Key Points

E s t a b l i s h   S e c t i o n   P r i o r i t i e s

- What is needed?

- Who is responsible?

- When does it need to be completed?

- How will it be displayed?

- How will it be delivered?

- What resources are available?

Topic   Brief Subordinates

Brief Subordinates

- **Brief and keep subordinates informed and updated**
- **It is important that your staff clearly understand what is going on**
- **Give directions for each unit to meet the incident objectives**

Unit 7:
Interactions   Visual 7-8

Key Points

During an incident is important that the resources that work for you clearly understand what is going on.

If the whole team arrives at the same time, you can hold one large briefing. If they trickle in, you still need to make sure they are well-informed.

Situations that require a briefing include:

- Operational period change

- Replacement personnel

- Team transition

- Incident situation changes

Topic   Establish Expectations

Establish Expectations

- Identify priorities
- Explicitly state expectations
- Establish timeframes and schedules
- Promote teamwork
- Encourage two-way dialogue
- Provide positive reinforcement

Unit 7:
Interactions   Visual 7-9

Key Points

Establish Expectations

- Identify priorities

- Explicitly state expectations

- Establish timeframes and schedules

- Promote teamwork

- Encourage two-way dialogue

- Provide positive reinforcement

Topic   Identify Performance Deficiencies

Key Points

You cannot afford to spend your time trying to manage the Section while trying to work with someone who is not qualified to perform the job. In most cases, people who you work with in the Planning Section will not have a direct reporting relationship to you in your day-to-day jobs, meaning that your ability to "develop" personnel or leverage changes in performance is more limited. Remember, they don't work for you, but they are working for you.

Identify Performance Deficiencies

• Recognize and communicate immediately

• Recognize if it is a training issue

• Be supportive

• Provide counseling or corrective action as appropriate

Topic   Provide Training Opportunities

Provide Training Opportunities

Provide opportunities for training:

- **On-the-job training**
- **Evaluate opportunities for a meaningful assignment**
- **Recommend formal training at a later date**

Unit 7:
Interactions   Visual 7-11

Key Points

- On-the-job training

- Opportunities for meaningful assignments

- Formal training at a later date

Topic   Submit Timesheets

Submit Timesheets

- **Ensure all personnel and equipment time records are completed correctly for each operational period**
- **Provide authorizing signature**
- **Turn into the appropriate time recorder**

Unit 7:
Interactions   Visual 7-12

Key Points

Another responsibility of the Planning Section Chief is to ensure that everyone in the Section has completed their timesheets.

Topic Complete Performance Ratings

Key Points

Some people ask for an ICS Form 225 – Incident Personnel Performance Rating to submit to their home agency to extend their recertification period. The forms are self-explanatory.

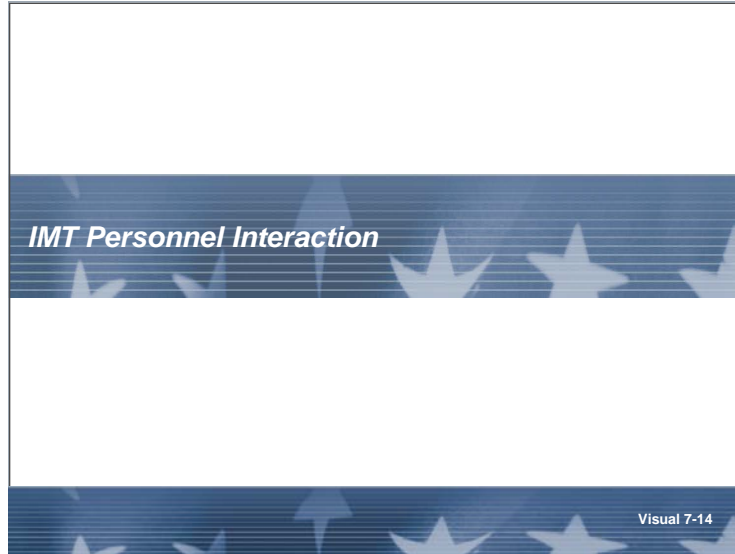**C o m p l e t i n g   P e r f o r m a n c e   R a t i n g s**

• Monitor individual job performance

• Evaluate and take corrective action, as necessary

• Some agencies' personnel will ask for an ICS Form 225 – Performance Rating

• Prepare position-specific performance evaluations

• Discuss evaluation with appropriate subordinate

Topic   Incident Management Team Personnel Interaction

IMT Personnel Interaction

Visual 7-14

Key Points

Topic   Keep Incident Commander Informed

Key Points

Accomplishments and problems should be discussed with the Incident Commander. These conversations can take place either at the Planning Meeting or Command and General Staff Meeting, or one-on-one as the need arises.

Topic   Exchange Information

Key Points

Interaction and information exchange opportunities include:

- Formal meetings and briefings

- One-on-one meetings

- Casual conversations

  ▪ Command and General Staff Meetings

  ▪ Planning Meetings

  ▪ Team Meetings

  ▪ Transitional Briefings

  ▪ Operational Briefings

  ▪ Operational Debriefings

  ▪ Section Meetings

  ▪ Valuable information may be obtained in casual conversations

- Coordinate the flow of information

- Troubleshoot problems with other members of Incident Management Team

Team Meetings are a pulse check.

Transitional Briefings are an opportunity to talk with the outgoing Incident Management Team.

Operational Debriefing occurs when the Field Responders debrief with the Resource Unit right after they return. This is a useful protocol to establish. A lot of valuable information is shared this way. Grab the Field Responders before they get distracted with something else.
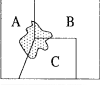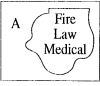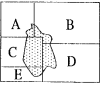
Casual conversations can also be a very productive source of information.

Topic   Unified Command

Key Points

Interaction and information exchange under Unified Command (UC) include:

- Incidents that affect more than one political jurisdiction

- Incidents that involve multiple agencies within a jurisdiction

- Incidents that impact multiple geographic and functional areas

Topic Non-Incident Management Team Personnel Interaction

Non-IMT Personnel Interaction

Visual 7-18

Key Points

Topic   Non-Incident Management Team Personnel

Key Points

There are people or groups involved with incidents that are not part of the Incident Management Team, including: the Emergency Operation Center (EOC), landowners, cooperating agencies, and local governments.

Topic   Area Command

Key Points

Expect increase in demand for intelligence information and an increase in interaction, including conference calls and reporting requirements.

Topic   Special Considerations

Key Points

These groups are important for the gathering of information to support the Incident Management Team as well as the agency goals and objectives.

Possible issues that could arise are:

- Not understanding Incident Command System structure or reporting requirements

- An overwhelming number of information requests

- Requests to modify objectives, strategies, or tactics outside of the Planning Cycle or Incident Command System organization

Topic   Exercise 6: Interactions

Exercise 6
Interactions

Visual 7-22

Key Points

Topic   Objectives Review

Objectives Review

1. *What are some of the PSC's responsibilities in supervising and managing the Planning Section?*

2. *What are the opportunities for interaction and information exchange?*

3. *What non-ICS personnel or groups might the Planning Section Chief need to interact with on an incident?*

Unit 7:
Interactions   Visual 7-23

Key Points

Unit Terminal Objective

Identify the key strategies for interacting with members of the Planning Section, members of the Incident Management Team, and personnel outside of the Incident Management Team.

Unit Enabling Objectives

- Describe the Planning Section Chief's responsibilities in supervising and managing the Planning Section

- Identify opportunities for interactions and information exchange

- Identify non-Incident Command System personnel or groups the Planning Section Chief may need to interact with on an incident