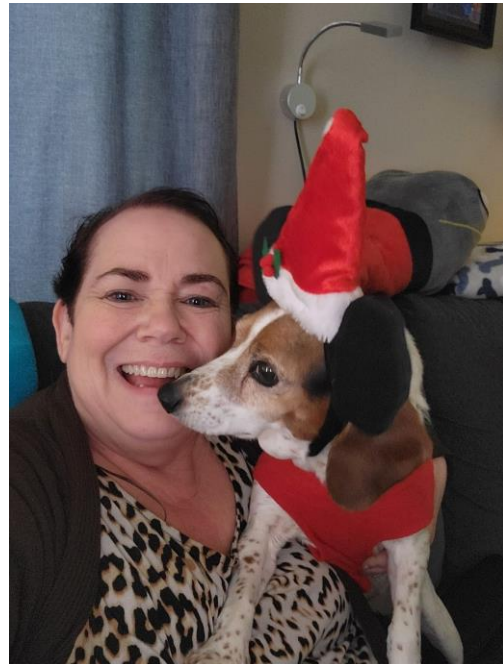


SITUATIONAL AWARENESS IN THE WORKPLACE:

PERCEIVE, ASSESS AND DECIDE



Margaret Blaetz, CLC, MLT(AMT), MLT, M^{cm} (ASCP)

CEO and Technical Consultant
East Coast Clinical Consultants, LLC

“Awareness is a key ingredient in success. If you have it, teach it, if you lack it, seek it.”

- MICHAEL B. KITSON

WHAT IS SITUATIONAL AWARENESS

Knowing what is going on around us:

Draw a mental map

- Where are you?
- What surrounds you?
- What challenges lie ahead?

See clearly what is happening and develop an effective coping plan

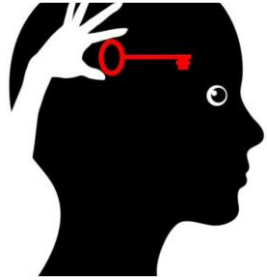
BEFORE SITUATIONAL AWARENESS

EMOTIONAL INTELLIGENCE

The ability to tune into your emotions and be aware of emotions of others

Social skill mixed with self-awareness

EMOTIONAL INTELLIGENCE



Self-
knowledge



Self-
management



Relationship
building



Social
connection

Personal Experience

EMPATHY

- Feelings
- Response

ACTIVE LISTENING

- Details
- Body Language
- Tone of Voice

SOCIAL AWARENESS

- Vibe
- Emotional Signals

RESPONSE THROUGH SITUATIONAL AWARENESS

Is it better to speak or be silent?

Should I step forward or back?

What could go wrong?

HOW TO DEVELOP SITUATIONAL AWARENESS

Determine where you are mentally

Bring your mind back to the present

Perceive all factors at this precise moment

- How do I feel right now?
- What influences this emotional state?
- Is there a threat (physical, mental, emotional)?
- What hope do I have?

PERCEIVE

In order to perceive one must be vigilant

- Don't get trapped in old behaviors

Hear what you want to hear – see what you want to see

Focus on one thing – missing the big picture

Walking and Texting reduce interpretation of visual clues by 48.3%

ASSESS

Process information to understand the meaning

Interpret the information to make sense of it –
recognize key patterns

Environmental changes – understand the
connections between people, places and things

Sometimes you need to dig into your past to break
old schemes

DECIDE

Focused on the Future – Combine objective data with intuition

Take note of the environment

Anticipate it's trajectory

Act accordingly

SITUATIONAL AWARENESS AND YOUR SENSES

Senses must be turned on

Senses must be tuned in

Your brain gives you the whole picture, but you only take in certain stimuli while ignoring others

e.g. How many times have you walked past your car
but don't remember your license plate number when someone asks?

To strengthen situational awareness, you must be truly intentional;
consciously utilize and direct all your senses

Sight

- Eyes don't operate like cameras
- Brain ignores things in our environment
- Train ourselves to look for things we'd normally miss

Sound

- More essential
- Attuned to our surroundings
- Brain's first response system
- Trigger a visceral emotional response

Smell

- Little respect and less attention
- Connects directly to brain
- Smell-induced memories
- Identify threats – smoke, gas, etc.

Taste

Touch

Although incredibly enriching to live more mindfully and to be fully immersed in experiences, these senses do not have much purpose in Situational Awareness.

MASTERING SITUATIONAL AWARENESS

Learning how to:

- Observe
- Interpret
- Remember

OBSERVE - EXPAND AND ENHANCE YOUR VISION

- Eliminate tunnel vision
- Intentionally look for details in your environment

From the Boy Scout Fieldbook:

Learn to scan the ground in front of you...Let our eyes roam slowly in a half-circle from right to left over a narrow strip of land directly before you. Then sweep left to right over the ground further away.

OBSERVE/INTERPRET - EYEWITNESS TEST – TEAM ACTIVITY

Invite someone your team doesn't know to your team meeting.

Have them come in for a few minutes then leave.

Have everyone write down a physical description of the stranger

Have everyone write down their interpretation of the interaction

See how accurate they are.

REMEMBER - WHOSE NOSE KNOWS? – TEAM ACTIVITY

Have someone fill cups with a variety of fragrant materials.

Examples: Citrus rind, onion, coffee, spices, grass, etc.

Hand cups to blindfolded participants, who take a sniff, and pass the cup on.

When the cups have been recollected, the participants write down what they smelled.

Note: They should not write down the smells immediately after passing the cup. This is a memory quiz.

BARRIERS TO SITUATIONAL AWARENESS

Cognitive Overload

Emotional Overload

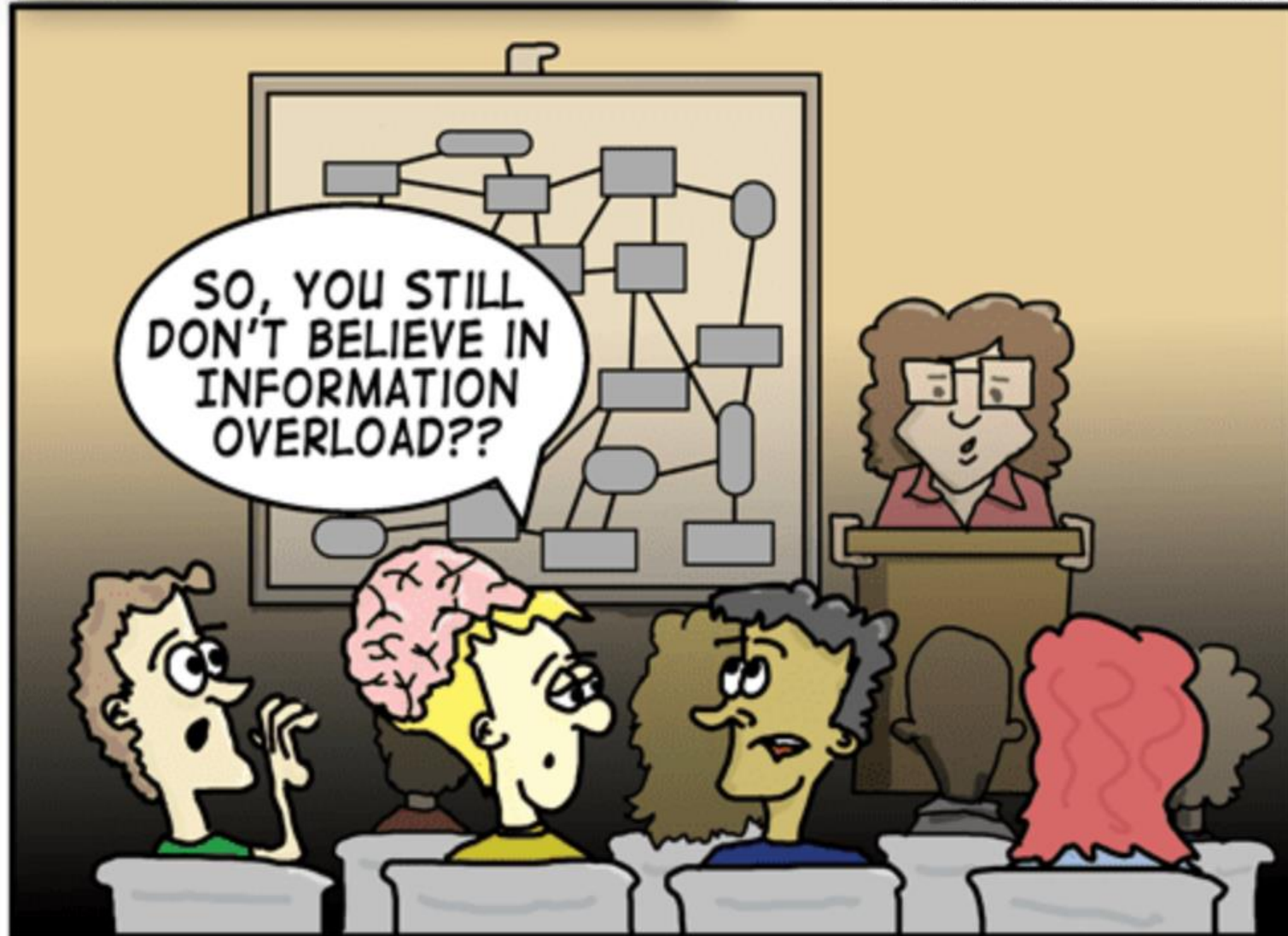
BARRIERS TO SITUATIONAL AWARENESS

Cognitive Overload

- Distractions
- Focus on single stimulus
 - One prevails
 - One is a blur
- Biased perception – ignore different dangers

Emotional Overload

- Expectation
- Lose sight of directions that vary
- Decreased EI
- Stress



SITUATIONAL AWARENESS IN STRESSFUL SITUATIONS

Embrace a serene attitude

Keep an attentive but relaxed gaze

Discretely distance yourself from the reality you are evaluating

Reduced stress allows:

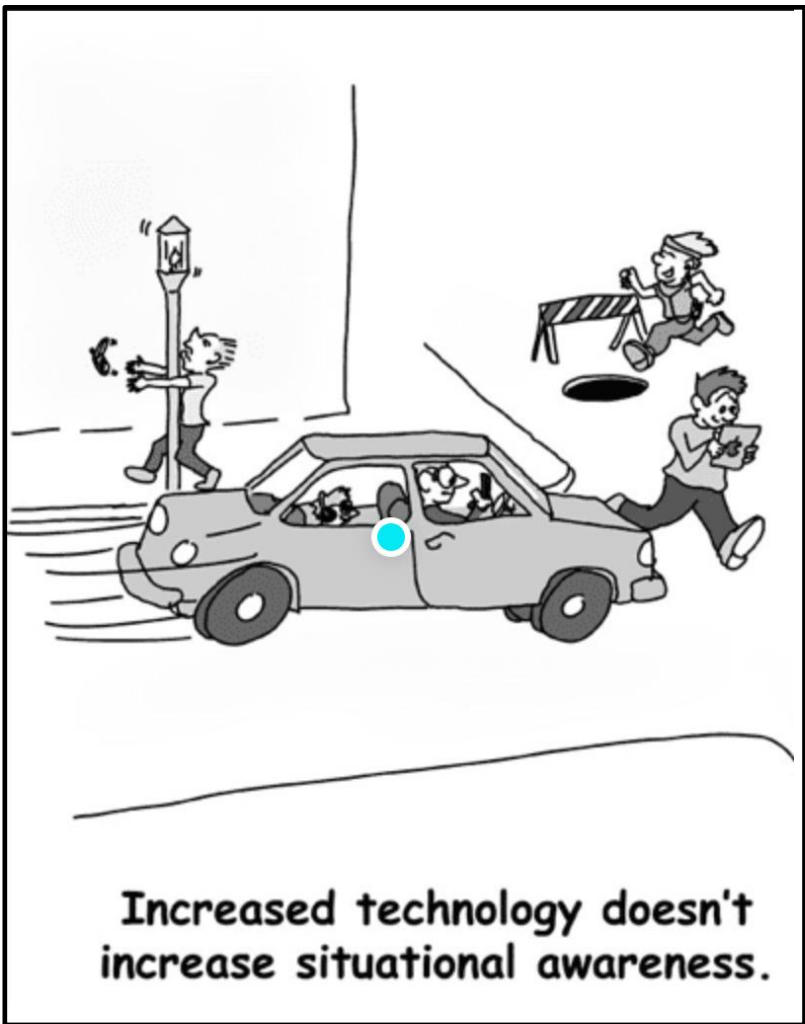
- Broader perception
- Broader perspective
- Viable plan of action

SUMMARY

Situational Awareness is the ability to see clearly what is happening around you, giving you the ability to develop an effective plan within a split second.

It gives you the ability to see from the bottom up, everything that is around you, with more perspective.

That perspective allows you to clearly assess the situation to make a practical and informed decision.



THANK YOU

Margaret Blaetz, CLC, MLT(AMT), MLT, M^{CM}(ASCP), CCCP(AAPOL)

East Coast Clinical Consultants, LLC

856-981-0061

Margaret.Blaetz@eastcoastclinicalconsultants.com

Preprogen, LLC

margaretb@preprogen.us

www.Preprogen.us