

Activity 6.1: Improving Performance Effectiveness

Instructions:

1. Working as a group, ask the students to review their assigned problem statement.
2. Answer the following questions:
 - What is the cause of the performance problem?
 - Who in the Command and General Staff need to address the problem?
 - What are some strategies for preventing or solving this problem?
3. Select a spokesperson and be prepared to present your work in 15 minutes.

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Performance Issue #5: Self-dispatched resources are arriving at the Staging Area. In the confusion, several of these resources who were assigned to Task Forces now appear to lack the skills needed to operate equipment or execute orders.

Answer the following questions:

- What is the cause of the performance problem?

- Who in the Command and General Staff need to address the problem?

- What are some strategies for preventing or solving this problem?

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Performance Issue #6: The 5 o'clock news features a prominent interview with an incident responder at the Staging Area. The responder is not a member of the Public Information staff and has not been given an active assignment (or even seen the actual scene of the train wreck), but is waxing eloquently about how poorly the incident is being managed.

Answer the following questions:

- What is the cause of the performance problem?

- Who in the Command and General Staff need to address the problem?

- What are some strategies for preventing or solving this problem?