

Developing Operator Decision Making Skills

Summary

The complexity of wastewater systems and importance of environmental protection requires a measured approach to operational decision making. This training will highlight how decision-making applies to the operation and maintenance of these systems. Attendees will be introduced to the Observe, Orient, Decide, Act (OODA) decision making method to accelerate decision making, particularly in emergency situations. Attendees will be guided through various scenarios to establish an understanding of the OODA loop concepts.

Outline

Introduction (5 min)

Goals and Objectives (5 min)

- Understand how experience effects decision making.
- Highlight the importance of decision making in emergency scenarios.
- Support the strategy of decision making at the scene by the first responder.
- Learn how to practice decision making through experiential training scenarios.
- Understand how the OODA loop can accelerate decision making.

Operator Training and Conditioning (10 min)

- Experience vs education
- Large facility vs small
- Tenure at facility vs tenure at other facilities
- Maintenance vs Operations
- Manager vs Operator
- Use of Data

Decision Making (20 min)

- Framework for Decision Making
- Keys to Decision Making
- Type of Decisions
- Problem Solving Skills vs Decision Making
- Barriers to Decision Making

Introduction to the OODA Loop (30 min)

- History and Use of the OODA Loop
- Elements of the OODA Loop
- How to OODA Well
- Core Attributes of the OODA Loop
- How to Apply the OODA Loop

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Session Break (10 min)

Wastewater System Response (70 min)

- Importance of Safety
- Response Scenarios
 - Collection System Scenario
 - Collection System Scenario 2
 - Pump Station Scenario
 - Treatment Plant Scenario 1
 - Treatment Plant Scenario 2

Debrief Forum (10 min)

- Observations
- Learning Takeaways

Total Training Time 150 minutes (2.5 hours)