



Emergency Management Issues Special Interest Group Annual Meeting

Crisis decision-making micro-games

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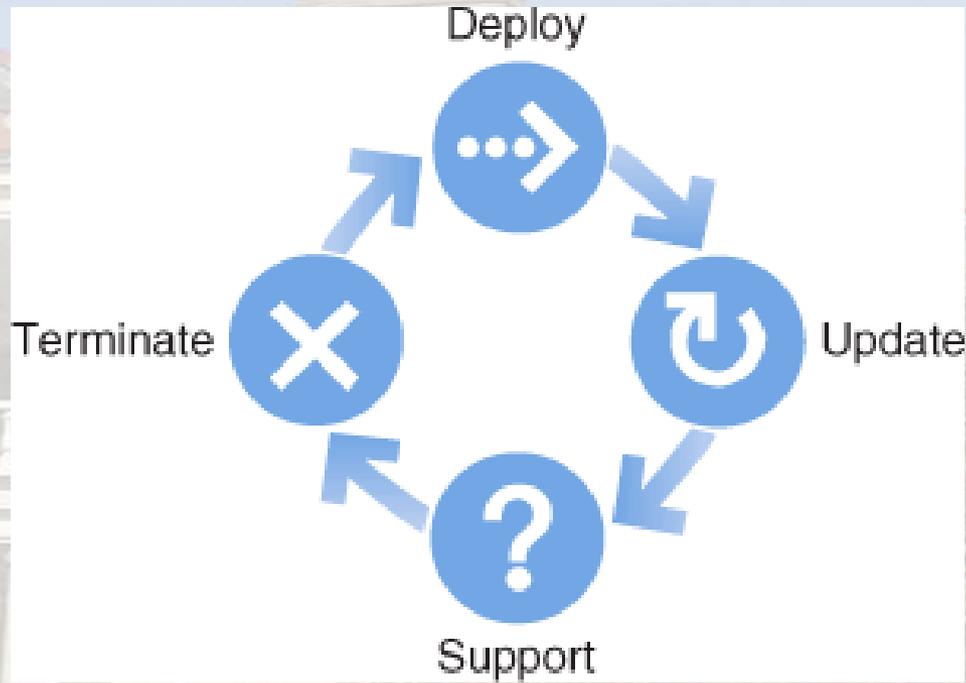
May 2-5, 2011 Charleston Marriott • Charleston, South Carolina



Awareness, without the requisite tools, usually means that you die enlightened.



Crap circles – HBR 2005



Crisis decision-making micro-games

- Present a problem – Problem Based Learning
- Facilitate the game
- Encourage brainstorming
- Identify and adjust for bias in the decision-cycle
- Guide the process to fast & frugal decision-making
- Close with plus/delta

Crisis decision-making micro-games

- Suspend judgment.
- Focus on strategic issues.
- Brainstorm.
- Apply fast & frugal decision-making.
- Focus on identifying and adjusting for bias in the decision-cycle.

Fast & frugal

- A good enough decision
- Made soon enough to matter
- Communicated well enough to be understood
- Carried out well enough to work

Fast & frugal crisis-decision tools

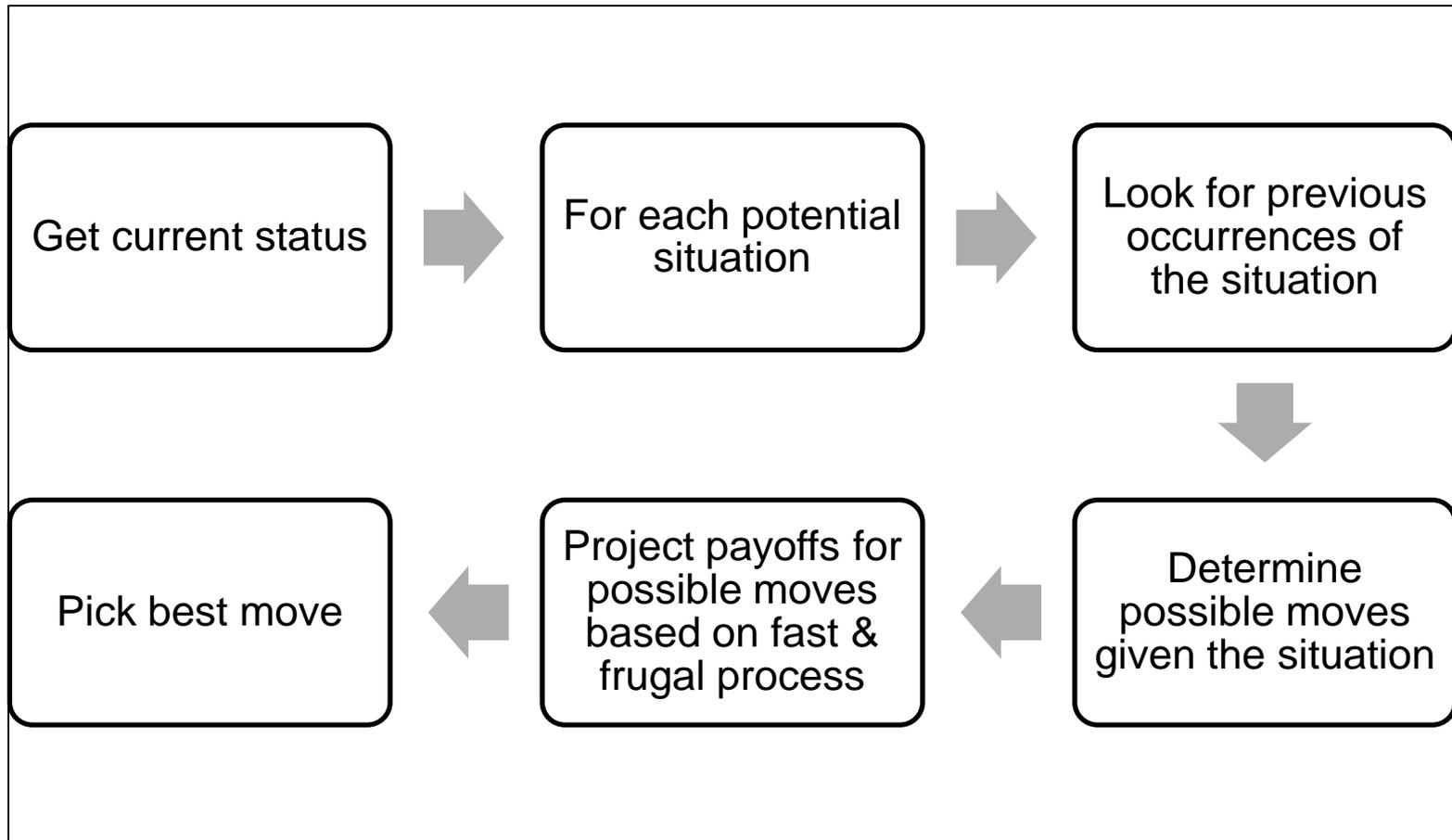
- Fluency heuristic - If one alternative is recognized faster than another, infer that it has the higher value on the criterion.

[Schooler & Hertwig, 2005](#)

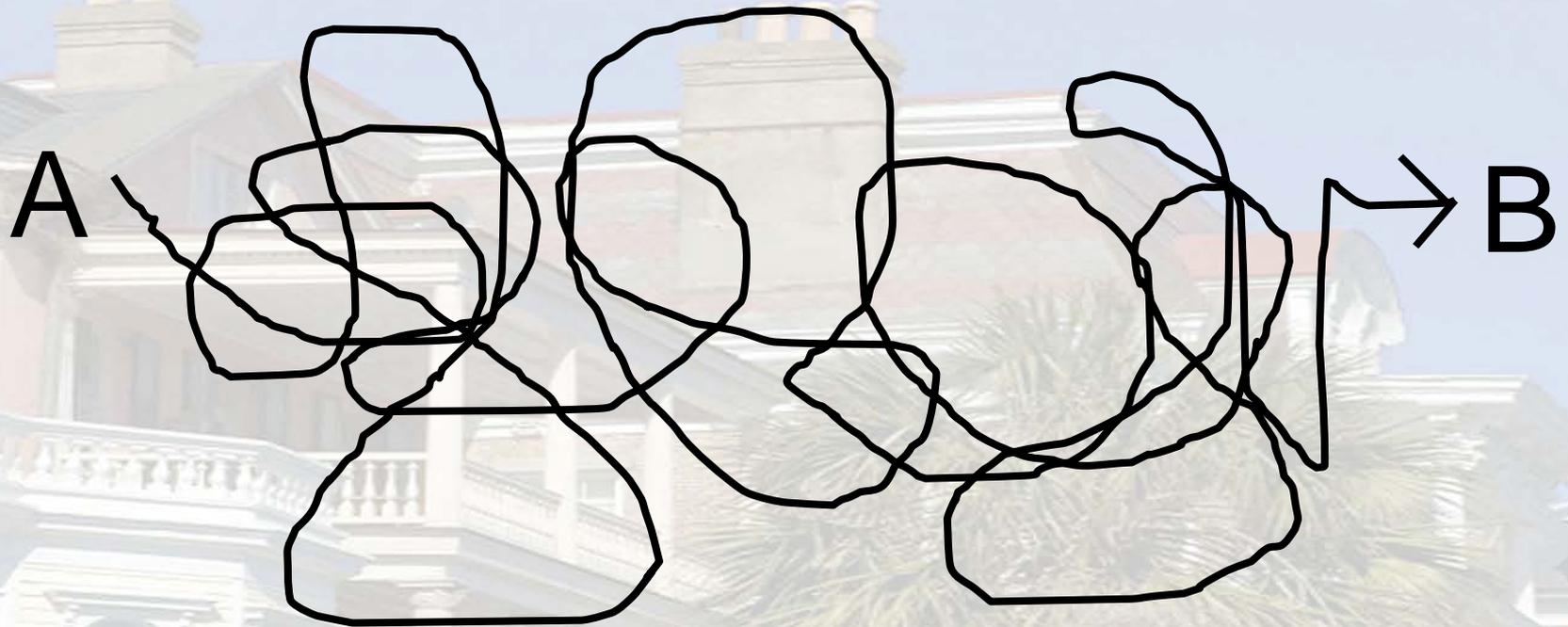
- Take-the-best - To infer which of two alternatives has the higher value: (a) search through cues in order of validity, (b) stop.

[Gigerenzer and Goldstein, 1996](#)

Basic game flow



Efficiency and effectiveness



emi sig

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Crisis decision-making micro-games

- Guide the process to fast & frugal decision-making
- Close with plus/delta

Chance favors the prepared mind

- “When anyone asks me how I can best describe my nearly forty years at sea, I merely say, *uneventful...*” *E.J. Smith, Captain RMS Titanic*



Thank you