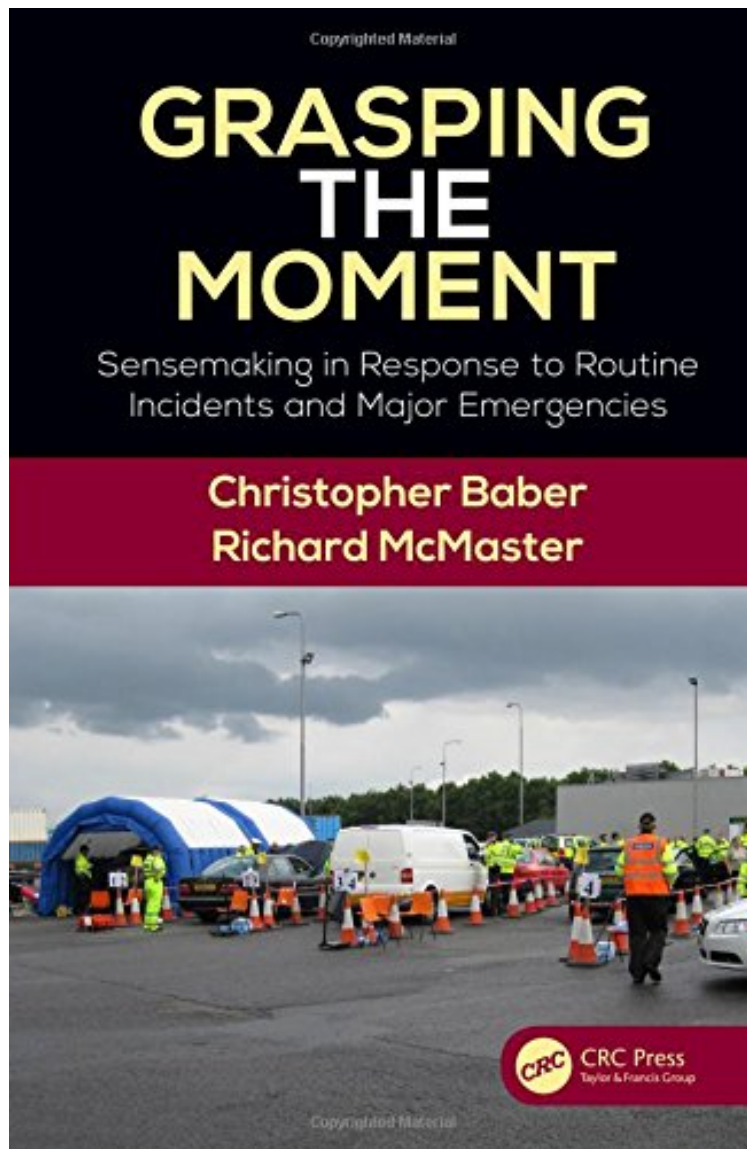


(Free and download) Grasping the Moment: Sensemaking in Response to Routine Incidents and Major Emergencies

## Grasping the Moment: Sensemaking in Response to Routine Incidents and Major Emergencies

*Christopher Baber, Richard McMaster*  
ePub | \*DOC | audiobook | ebooks | Download PDF



DOWNLOAD



READ ONLINE

#2889298 in Books 2016-09-01Original language:EnglishPDF # 1 9.20 x .80 x 6.201, .0 #File Name: 147247080X285 pages | File size: 76.Mb

**Christopher Baber, Richard McMaster : Grasping the Moment: Sensemaking in Response to Routine Incidents and Major Emergencies** before purchasing it in order to gage whether or not it would be worth my time, and all praised Grasping the Moment: Sensemaking in Response to Routine Incidents and Major Emergencies:

2 of 2 people found the following review helpful. Artfully Crafted - Valuable resource for a varied audience  
By William A. Reed  
Grasping The Moment is artfully crafted to bring academic rigor to a broad audience of researchers and advanced practitioners who are interested in a deep understanding of cognitive processes and subsequent actions that unfold during emergency response scenarios. It is theoretically grounded in Weicks (1995) book on Sensemaking and incorporates a wide range of research-based elaborations on Sensemaking theory, especially related to emergency response operations. The first four chapters are almost exclusively about Sensemaking as a foundation to the later chapters. Beginning with Chapter 5, the authors build a case study of the UK emergency services organization, focusing on their command and control processes for both routine and major incidents. This is a deep dive into structures, processes, and interoperability in this organizational culture. The thoroughness of this work provides clear and compelling evidence of how Sensemaking functions within the rubric of distributed cognition to explain numerous actions and outcomes. While (whilst) much of book centers on Sensemaking, the authors definition of Sensemaking is much better on pages 59-64 than when it is introduced on page 6. Even then, serious readers may find it useful to review Weicks original work prior to reading this book. For example, the current authors distinction between expert and novice Sensemakers (p. 7) along with a few other concepts is a slight departure from certain tenants of Weick (1995) and later work. That is, Weick generally sees everyone as competent Sensemakers and elevates the concept of plausibility as the key driver of the process. The authors concur that plausibility is the end state of both individually and socially-based Sensemaking, but lean toward the social and distributed forms. The discussion and application of Sensemaking with Artifacts (Chapter 3 and elsewhere) is perhaps the most interesting and important contribution of this book, which is not commonly developed in other literature. The discussion includes artifacts as external representations, components of a cognitive system and as resources for action. The significance of artifacts as constituents in Sensemaking become strongly apparent in the command and control processes described in later chapters. The authors have successfully built their case for the notion of sensemaking as distributed cognition (p. 214) that operates within a relatively closed system. Their approach highlights the role of artifacts and collaboration as mutually causal elements and applies Klein (et.al. 2006) data-frame model to argue that artifacts serve a bridging role in creating shared representations. This advances the prior referenced works to move toward a more holistic model of HOW Sensemaking actually functions within larger social systems. It seems to this reviewer that the authors are on firm ground in their theoretical development and claims that Sensemaking is a systems-level activity that occurs through distributed cognition (p. 220). However, a more interesting question may be whether Sensemaking as a general systems-level theory is seriously flawed by being too static and too linear without an essential mechanism to account for emergent outcomes. That is, it might be argued that the social forces at work in collaborative Sensemaking tend to explain the unknown in terms of the previously experienced and, therefore, obscure truly novel information. Further, it is uncertain when rapidly changing conditions might outpace the collaborative Sensemaking process and what those consequences might be. In sum, this is a great book for those interested in these topics and a must-have for students of Sensemaking, social-cognition, and response management. It is a great research reference tool and will have an important place in many libraries. Well done.

15 of 15 people found the following review helpful. A Tale of Courage  
By Lori L. Grubbs  
This novel tells of Damocles de Warrenne, and his life before, during, and after serving in the (2nd) Regiment of Heavy Cavalry, known as the Queen's Greys. I really enjoyed the way Wren examined so many different characters and their complexities. This novel has adventure, suspense, romance, and humor. Through it all, Wren tells the story of a Damocles and his quest to live up to his family's reputation in the armed forces. It's a good read and a fun adventure that has an amazing ending!

10 of 0 people found the following review helpful. Exciting and entertaining  
By Davids  
Although based on a very shaky premise - a prenatal snake scare prescient dreams - I found the story entrancing. The characters were very human. I cared about them. Wren is an outstanding author who makes somewhat unbelievable events believable.

The ways in which organizations make use of information available to them to make decisions and manage activity is an essential topic of investigation for human factors. When the information is uncertain, incomplete or subject to change, then decision making and activity management can become challenging. Under such circumstances, it has become commonplace to use the concept of sensemaking as the lens through which to view organizational behavior. This book offers a unique perspective on sensemaking through its consideration of the variety of ways in which Incident Response is managed by the Police. As an incident moves from the initial call handling to subsequent mobilization of response to first officer attending, a wide range of information is acquired, processed and shared, and the organization (and individuals who work within it) face challenges of making sense of the situation to which they are responding. Moving from routine incidents to large-scale emergencies, the authors explore how sensemaking is influenced and affected by the challenges of interoperability within and between organizations. In addition, the book develops a view of sensemaking which draws on the theory of distributed cognition, focusing in particular on the question of how the technology that is available to Police personnel can support (and sometimes thwart) their ability to make sense of the unfolding situation. The main argument in this book is that sensemaking is distributed cognition, and that cognitive processes involved in sensemaking are mediated through interactions with artifacts and other agents.

Three perspectives of sensemaking as distributed cognition are presented: making sense with artifacts, making sense through artifacts, and making sense through collaboration.

About the Author Dr Richard McMaster worked completed his Masters degree in Applied Psychology at Sheffield University before joining University of Birmingham as a research associate funded by the MoD Defence Technology Centre for Human Factors Integration. Over a period of some 9 years, he worked on a variety of projects related to military Command and Control and to the management of Emergency Response. In addition to this work, he registered as a part-time PhD student, developing a thesis on the ways in which the Police dealt with incidents. This research was complimented by his role as a Community Police Officer, which gave him access to operational policing as part of his daily work. He now works at Babcock International, Plymouth, where he conducts Human Factors investigations and Safety Audits on nuclear submarines. Professor Chris Baber joined the University of Birmingham in 1990 as a lecture on the MSc Work Design and Ergonomics programme. Prior to this, he completed his PhD at the Applied Psychology Unit at Aston University (with a thesis on speech technology for control room operations which was subsequently published by Ellis Horwood). His research focuses on human-computer interaction (particularly in terms of sensor-based interactions and wearable computers) and on distributed sensemaking (particularly in uncertain or complex domains). He has published over 80 refereed journal papers, as well as around 400 conference papers. He is the author / co-author of 6 books (for Ashgate, CRC Press, Ellis Horwood, Springer).