



Lesson 1. Course Introduction



FEMA

Visual 1.1
Decision Making and Problem Solving (IS-241.b)

Introduction



Being able to make decisions and solve problems effectively is a necessary and vital part of the job for every emergency manager, planner, and responder.



FEMA

What's at Stake

- The ability to make sound, timely decisions during an emergency event is critical.
- Good problem solving and decision making can avert tragedy and help the community recover from the event more quickly.
- Conversely, poor decision making—or the absence of decisions—potentially can result in injury or death to victims and/or responders.



FEMA

Decision Making To Avert Tragedy

Decision Making To
Avert Tragedy

Music

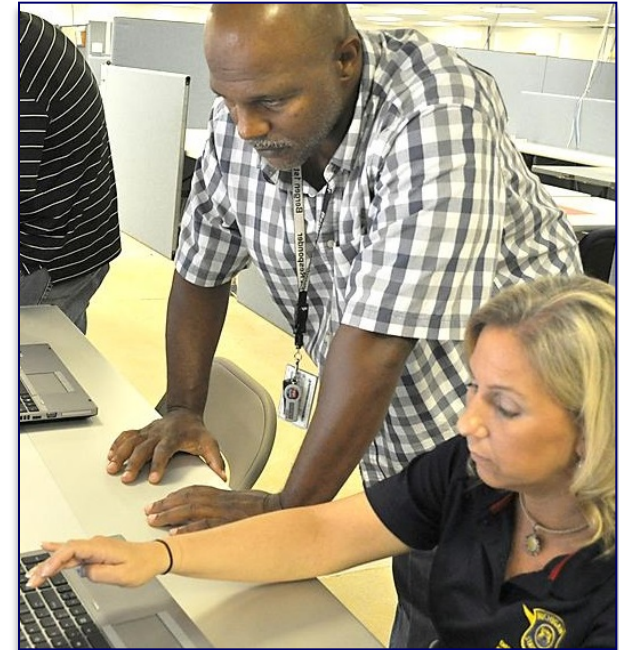


FEMA

Visual 1.4
Decision Making and Problem Solving (IS-241.b)

Course Topics

1. Introduction
2. The Decision-Making Process
3. Group Decision Making
4. Crisis Decision Making
5. Ethical Decision Making
6. Course Summary



Introductions



- **Name**
- **Position/organization**
- **Past experience related to emergency management or community service**



FEMA

Administrative Information

- Emergency exits
- Restrooms
- Pagers/cell phones
- Other logistics



FEMA

Lesson 1 Objective

- Describe the impact of effective decision making in an emergency.



FEMA

Visual 1.8
Decision Making and Problem Solving (IS-241.b)

Decision Making and Problem Solving

Decision Making

- A mechanism for making choices at each step of the problem-solving process

Problem Solving

- A set of activities designed to analyze a situation systematically and generate, implement, and evaluate solutions



FEMA

Decisions in Emergency Management

When does the decision-making process in emergency management begin?



FEMA

Visual 1.10
Decision Making and Problem Solving (IS-241.b)

Case Study 1: Sebring County

Instructions:

1. Read the case study in your Student Manual.
2. As you read, try to identify what decisions must be made by the emergency manager or other emergency management officials.
3. Jot down your ideas before continuing.



FEMA

Case Study 1: Sebring County—Decisions

**What needed
decisions did you
identify?**



FEMA

Visual 1.12
Decision Making and Problem Solving (IS-241.b)

Case Study 2: Fort Rice

Instructions:

1. Read the case study in your Student Manual.
2. As you read, try to identify potential impacts of the decision that was made.
3. Jot down your ideas before continuing.



FEMA

Case Study 2: Fort Rice—Impacts

What are the potential impacts of the decision?



FEMA

Visual 1.14
Decision Making and Problem Solving (IS-241.b)

Summary and Transition

- In this lesson, you previewed the course and described the importance of decision making before and during an emergency.
- Lesson 2 discusses the decision-making process.



FEMA