

# PREVIEW GUIDE



## **Teamwork in Crisis**

## Materials Included With *Teamwork in Crisis*

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The workshop designed to accompany the video-based program is a flexible, yet comprehensive ½-day training design. The workshop kit includes all the materials you'll need to run the program:

- ◆ The **DVD** of *Teamwork in Crisis* provide the theory and examples to illustrate the workshop topics. This program shows in dramatic detail what can happen when team members pull together to achieve an important goal: saving lives.
- ◆ The **Leader's Guide** provides step-by-step instructions for introducing activities, leading discussions, and making transitions between the video, group discussions, and exercises. Two complete training designs are included, and offer options to help you shorten or lengthen your workshop with additional activities and discussions, as desired.
- ◆ The **Participant Workbook** contains the worksheets for the suggested exercises in the Leader's Guide. Also, the majority of the information contained in the PowerPoint slides is reproduced in the Participant Workbook so participants spend less time taking notes. 10 Workbooks are included with each kit.
- ◆ A **PowerPoint® presentation** contained on a **CD-ROM** can be used to highlight key content and discussion points during the training session.
- ◆ **Reminder Cards** with the program's key learning points are distributed to participants at the workshop's conclusion for their use following the session. 10 Reminder Cards are included with each kit.

# **Teamwork in Crisis**

**SAMPLE PAGES FROM LEADER'S GUIDE**

## FOREWORD

“Teamwork”. We hear it promoted so much and so often in our daily worklives, that it’s easy to become a little cynical about it. We know that it’s the cornerstone of our lives in organizations, and that it’s extolled for its ability to produce results beyond those of individuals working in isolation. But how Teamwork actually works is often misunderstood even by those extolling its virtues. Ironically, it is often only under crisis conditions that the true power of Teamwork reveals itself to us.

Case in point: July 19, 1989. A crippled DC-10 airliner attempts to make an emergency landing at a small regional airport in Sioux City, Iowa. What happened here on a hot summer day may seem far removed from our day-to-day lives as part of teams and organizations. But the story of Flight 232 holds a valuable lesson for anyone who has ever been part of a team. With its hydraulic power completely gone, by all odds the plane never should have made it to the runway. Nor should any of its 296 passengers survived the fiery crash. That they did is a testament to many things not the least of which is our old friend “teamwork”.

CRM’s **TEAMWORK IN CRISIS: The Miracle of Flight 232** shows in dramatic detail what can happen when team members pull together to achieve an important goal, in this case the saving of 296 lives. I think you’ll agree that, after viewing this video, you won’t look at Teamwork in quite the same way again.

Kirby Timmons, Creative Director for CRM Learning



## TRAINING DESIGN A

A possible workshop plan for the segmented format is as follows:

	Workshop Activity	Approximate Time Allowance (in minutes)
①	Session Overview	5
②	Video Segment ONE: Introduction	4.5
③	Group Discussion/Selection of a Critical Event	15
④	Video Segment TWO: Preparation	4
⑤	Group Discussion on Preparation/ 1st Snapshot Exercise	15
⑥	Video Segment THREE: Luck	5
⑦	Group Discussion on Luck	10
⑧	Video Segment FOUR: Cooperation	4.5
⑨	Group Discussion on Cooperation/ 2nd Snapshot Exercise	15
⑩	Video Segment FIVE: Communication and Execution	12.5
⑪	Group Discussion on Communication and Execution/ 3rd Snapshot Exercise	15
⑫	Conclusion/Summary of Group-generated Action Steps	10
	Approximate Workshop Time:	1 hour and 55 minutes



## TRAINING DESIGN B

A possible workshop plan for the full-length video (unsegmented) is as follows:

	Workshop Activity	Approximate Time Allowance (in minutes)
①	Session Overview	5
②	Group Discussion/Selection of a Critical Event	5
③	Video Presentation	30
④	Group Discussion on Preparation and Luck/ 1st Snapshot Exercise	15
⑤	Group Discussion on Cooperation/ 2nd Snapshot Exercise	10
⑥	Group Discussion on Communication and Execution/ 3rd Snapshot Exercise	15
⑦	Conclusion/Summary of Group-generated Action Steps	10
	Approximate Workshop Time:	1 hour and 30 minutes



## TRAINING DESIGN A

**NOTE:** This is the Training Design to be used with a segmented video presentation.

### ① Provide Session Overview for Participants

**ALLOW** approximately 5 minutes for the introduction to the workshop.

**Teamwork in Crisis: The Miracle of Flight 232** recounts the story of the July, 1989 crash landing of United Airlines Flight 232. That day, teamwork in the cockpit and among emergency responders in Sioux City, Iowa contributed to the survival of some of the DC-10's 296 passengers and crew.

This workshop will run for 1 hour and 55 minutes.

We'll view the story of Flight 232 in five video segments, each followed by a 10-15 minute discussion. You'll also complete a "Snapshot Evaluation" of your group's readiness for an unexpected or critical event as you define this hypothetical event for your own team.

#### **DISCUSS learning objectives.**

- To examine how five factors can be brought together to achieve a significant team goal, even against the odds.
- To better understand the specific roles of Preparation, Cooperation and Communication in minimizing the impact of unfortunate circumstances, or capitalizing on unexpected opportunities.

**IMPORTANT: DISCUSS/REVIEW** why the session is being held for this particular group. The session may be being held:

- In anticipation of upcoming events that might be out of the team's ordinary scope.
- General preparedness and readiness.
- Following a response to a situation that was less than successful, perhaps as a part of an evaluation or debrief.

## TRAINING DESIGN B

**NOTE:** This Training Design to be used with a full, all-at-once video presentation.

### ① Provide Session Overview for Participants

**ALLOW** approximately 5 minutes for the introduction to the workshop.

**Teamwork in Crisis: The Miracle of Flight 232** recounts the story of the July, 1989 crash landing of United Airlines Flight 232. That day, teamwork in the cockpit and among emergency responders in Sioux City, Iowa contributed to the survival of some of the DC-10's 296 passengers and crew.

This workshop will run for 1 hour and 30 minutes.

Refer to the **Content Summary** section of this Guide (Page 35) for summaries of the main content points.

We'll view the story of Flight 232 in its entirety, and follow the presentation with discussion. As a part of the discussion, you will complete a "Snapshot Evaluation" of your group's readiness for an unexpected or critical event, as you define this hypothetical event for your own team.

**DISCUSS** learning objectives:

- To examine how five factors can be brought together to achieve a significant team goal, even against the odds.
- To better understand the specific roles of preparation, cooperation and communication in minimizing the impact of unfortunate circumstances, or capitalizing on unexpected opportunities.

**IMPORTANT: DISCUSS/REVIEW** why the session is being held for this particular group.



# For more information...

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OWEN-STEWART PERFORMANCE RESOURCES INC.

163 North Port Road, Port Perry, ON L9L 1B2

Toll Free: 1-800-263-3399 • Fax: (905) 985-6100

E-mail: [sales@owenstewart.com](mailto:sales@owenstewart.com) • Website: [www.owenstewart.com](http://www.owenstewart.com)

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