

Index of Names

- Acton, B. 116
Adams, M.J. 308
Adelson, B. 294
Adelson, M. 355
Agnew, N.M. 227
Ainsworth, L.K. 251
Alberts, D.s. 351
Albright, M. 183
Alexander, J.R. 257
Alexander, P.A. 342
Alison, L.J. 82, 85
Alley, V.L. 267
Amalberti, R. 44, 93
Anderson, J. 297
Anderson, J.R. 280, 310, 376
Aquinas, T. 57–58, 66
Arbuthnot, K. 111
Argyris, C. 226, 232
Ashby, W.R. 352, 353, 360
Asubel, D. 222
Atkinson, P. 88
Atman, C.G.A. 61
Atran, S. 142
- Baars, J. 183
Baddeley, A. 188
Bailey, L.L. 267
Bainbridge, L. 355
Ball, L.J. 88, 97
Banks, A. 281
Bara, B.G. 58
Bargh, J.A. 307, 310
Barrett, E.C. 82, 84, 85
Batson, C.D. 171
Battaglia, D.A. 123
Bazerman, M. 96
Beach, L.P. 69
Beauchamp, C. 204
Behson, S.J. 116, 118
Berry, J.W. 164
Bhagat, R.S. 174, 175
- Biederman, I. 319, 340
Billings, C. 48, 52
Billings, C.E. 47
Black, M. 59, 63
Boer, E.R. 125
Borodzicz, E. 106
Bos, A. 383
Bovair, S. 61
Boyatzis, R.E. 222
Bradshaw, J.M. 63
Brannick, M.T. 222
Breakwell, G. 111
Brehmer, B. 3, 351, 355, 356, 357, 361
Brett, J. 142
Bruner, J. 302
Bull, R. 126
Burdick, M.D. 52
Burke, C.S. 142, 222
Bye, A. 359
- Cacciabue, P. 7, 8, 93, 296, 301
Calderwood, R. 4, 67, 183, 228, 264, 277, 355
Caligiuri, P. 141
Cañas, A.J. 74
Cannon-Bowers, J. 109, 110, 118
Carassa, A. 58
Cardosi, K. 265
Carnot, M.J. 70
Carpenter, P.A. 382
Carroll, J.B. 375
Carthey, J. 221
Caselfranchi, C. 373
Cebrowski, A.K. 351
Chapman, R. 353
Chapman, S.F. 5
Charnoss, N. 125
Chartrand, T.L. 307, 310
Chase, W.G. 319, 323, 340, 342, 343, 344
Checkland, P. 352
Cheng, J.L. 141
Cherry, E.C. 60

- Chi, M.T.H. 69, 343
 Chipman, S. 342
 Choi, I. 164, 167, 168, 170, 172
 Choi, J. 164, 168, 171
 Choi, J.A. 168
 Choo, C.W. 161, 176, 177
 Chu, P. 171
 Clancey, W.J. 33
 Clancy 29
 Clark, A. 304, 311
 Clarke, S.M. 161
 Clayton, J.E. 58
 Clinton-Cirocco, A. 4, 67, 277
 Coffey, J.W. 11, 67, 70, 71
 Cohen, M.S. 123, 292
 Cohen, W.M. 176
 Collins, A. 69
 Collinson, S. 296, 297
 Conway, J. 12
 Cooke, N. 16, 53
 Cooke, N.J. 267
 Corker, K.M. 310
 Coulsdon, R.L. 83
 Cox, T. 141
 Craik, K. 58, 225
 Crandall, B. 5, 53, 66, 67, 74, 103, 110, 127, 228, 342
 Crandall, G. 8, 16
 Crego, J. 118
 Cremers, A.H.M. 377
 Crichton, M. 111, 116, 117, 118
 Crisp 239
 Cromer, A. 164, 171
 Cull, W.L. 204
 Cullen, T.H.L. 106
 Culler, D.E. 305
 Czaja, S.J. 382

 Daft, R.L. 161
 Darley, J.M. 171
 Darnton, R. 74
 Davison, A. 317, 334, 335, 338
 Davison, J. 98, 309
 Dawes, R. 183
 De Greef, H.P. 377
 De Jong, J.J. 353
 de Leval 221
 Deblon, F. 93
 Deffenbacher, K.A. 13, 37, 67
 DeFilippo, C. 93
 Degani, A. 42

 DeGroot, A.D. 294
 Dekker, S. 31, 75
 Dekker, S.W.A. 218, 355, 357
 Demakis, J.G. 204
 DePaulo, B.M. 127, 131, 132
 Descartes, R. 34
 Deutsch, S.E. 308, 310
 Dewey, J. 223
 Distefano, J.J. 141
 Doebbeling, B.N. 204
 Dominguez, C.O. 128, 129, 135
 Domino, D.A. 255, 267
 Donahue 94
 Donald, I. 93, 94–95
 Donohue, W. 93, 94
 Dörner, D. 361
 Doswell, C. 189
 Doyle Ford 59, 60, 61, 62, 63, 64
 Drake, L. 93, 94
 Dreyfus, H.L. 31, 125, 131
 Dreyfus, S.E. 125, 131
 Drillings, M. 278
 Driskell, J.E. 279
 Dufresne, R. 70
 Duncker, K. 71
 Durso, F. 16

 Earley, C. 141
 Earley, P.C. 143, 153, 155
 Edelman, G.M. 307
 Ehret, B.D. 280
 Ehrlich, K. 58
 Ekman, P. 126
 Elio, R. 91
 Endsley, M.R. 6, 8, 13, 16, 82, 84, 121, 123
 Entin, E.E. 116
 Ericsson, K.A. 68, 69, 70, 125, 185, 188, 319, 340, 343
 Eriksen, C.W. 344
 Estes, S.L. 260

 Fahle, M. 12
 Farr, M.J. 343
 Feghali, E. 151
 Feltovich, P.J. 61, 69, 83
 Fernald, A. 164
 Fetzters, M. 147
 Feynman, R.P. 39
 Fife-Schaw, C. 111
 Finke, R.A. 323, 331
 Fischer, G. 373

- Fischer, M. 226, 240, 241t
 Fischer, U. 41, 312
 Fischhoff, B. 62
 Fisk, A.D. 376
 Flach, J. 4, 27, 28, 31, 61
 Flach, J.M. 353
 Fleischman, E.A. 142
 Fleming, P.J. 225
 Fletcher, G.C.L. 221
 Flin, R. 3, 93, 103, 111, 116, 117, 118, 126
 Ford, K.M. 63, 67, 71, 74, 227
 Forrester, J.W. 58, 59, 60
 Forsythe, C. 14, 126
 Frank, M.G. 126
 Freeman, J.T. 123, 292
 Freire, P. 223
 Fukushima, O. 146
 Funke, J. 361

 Garner, W.R. 344
 Garstka, J.J. 351
 Gelfand, M.J. 166
 Gelman, S. 143
 Geminiani, G.C. 58
 Gentner, D. 6, 8, 14, 58, 68, 69, 70, 143, 225
 Gibson, C. 141, 153
 Gibson, E.J. 12, 28
 Gibson, E.L. 58
 Gibson, J.J. 36, 352
 Gilbert, D.T. 167
 Gilbert, J.P. 342
 Gioia, D.A. 161
 Giroto, V. 58
 Glaser, R. 69, 342, 343
 Glenberg, A.M. 307, 309, 310
 Gonzalez, C. 13, 280
 Gonzalez, F.M. 74
 Goodrich M.A. 125
 Gopknik, A. 143
 Gore, J. 281, 296
 Gould, P. 67
 Gowin, D.B. 224
 Graesser, A.C. 84
 Granhag, P.A. 127
 Granlund, R. 361
 Granrose, C. 141
 Grant, P. and R. 12
 Gray, W.D. 361
 Green, D.W. 58
 Green, J. 93
 Greeno, J.G. 64, 66, 294

 Grootjen, M. 374, 378, 379, 380
 Grudin, J. 208
 Guckert, R. 324
 Guss, D. 166

 Hake, H.W. 344
 Hakkarainen, K.P.J. 223, 226–27
 Hambric, H.H. 318
 Hamilton, D.L. 162
 Hammersley, M. 88
 Hammond, K. 185
 Hammond, K.R. 45, 49
 Hammond, S. 111
 Hardiman, P.T. 70
 Harris, C. 118
 Hart, W.E. 126
 Harvaston, P.D. 174, 175
 Hastie, R. 82
 Hayes, J.R. 340
 Hayes, P.J. 227
 Healey, A.N. 221
 Heider, F. 167
 Helmreich, R.L. 221, 222, 301
 Henderson, B. 106, 109
 Henderson, S.M. 225, 233
 Herman, H. 324
 Hick, W.E. 29
 Hiniker, P.J. 172
 Hirschfield, L. 143
 Hoc, J.M. 66, 373
 Hoffman, R. 3, 4, 5, 6, 8, 11, 12, 13, 14, 16,
 37, 53, 59, 61, 63, 65, 66, 67, 69, 70,
 71, 74, 103, 110, 127, 184, 187, 196,
 228, 342
 Hofstede, G. 142, 149, 177
 Hollan, J. 227, 354
 Hollenbeck, J. 141
 Hollnagel, E. 6, 7, 8, 93, 296, 301, 352, 354,
 355, 356, 357, 358, 359, 360, 361, 373
 Holyoak, K.J. 313
 Höök, K. 382
 Hosenball, M. 45
 Hui, C.H. 146
 Hull, J.K. 279
 Hunt, E. 14
 Hunter, K.O. 126
 Hutchins, E. 28, 33, 74, 186, 227, 353
 Hutton, R.J.B. 14, 279
 Hyman, R. 29
 Ilgen, D. 141
 Innes, M. 84

- Jacobson, C. 49
 James, W. 34, 35, 223
 Jarzabkowski, P. 296
 Jehn, K.A. 146
 Jenkins, J.J. 11, 29
 Jentsch, F. 222
 Ji, L. 169, 173
 Johanssen, G. 7
 Johnson-Laird, P.N. 58, 64, 67, 225
 Johnston, J.H. 116
 Joshi, A. 141
 Joslyn Hunt 185
 Josslyn, S. 14
 Juarez, O. 280
 Jung, C. 223
 Just, M.A. 382
- Kaempff, G.L. 279
 Kaempff, J.L. 278
 Kahneman, D. 14, 31, 97
 Kant, E. 294
 Kantor, G. 324
 Kausler, D.H. 382
 Kerstholt, J.H. 376
 Kieras, D. 61, 63, 260, 305, 310
 Kintsch, W. 66, 188
 Kirlik, A. 42
 Kirschenbaum, S. 189, 191, 196
 Kirsh, D. 227
 Kirton, B. 106, 109
 Kirwan, B. 251
 Kitayama, S. 142, 177
 Klatzky, R.L. 323, 331
 Klein 374
 Klein, D.E. 3
 Klein, G. 3, 4, 5, 7, 8, 11, 13, 16, 41, 42, 53,
 65, 66, 70, 74, 83, 84, 93, 94, 98,
 103, 118, 121, 122, 123, 124, 125,
 126, 127, 130, 135, 143, 152, 161,
 162, 165, 183, 194, 240, 279, 280,
 292, 294, 297, 301, 304, 308, 342,
 344, 356
 Klein, G.A. 16, 28, 41, 67, 228, 264, 277,
 279, 292, 354, 355
 Klein, H.A. 58, 141, 142, 150, 151, 152,
 164, 165, 166, 168, 174, 176, 178
 Klimoski, R. 225
 Klinec, J.R. 301
 Kluckhohn, F. 177
 Knecht, W.R. 353
 Kolb, A.Y. 223
- Kolb, D.A. 222, 223, 224f
 Koo, M. 164
 Köster, E.P. 353
 Kraiger, K. 74, 223, 225
 Kramer, A.F. 376
 Krampe, R.T. 125
 Krolak, R. 184
 Krull, D.S. 167
- Labianca, G. 141
 Laird, J.E. 310
 LaMoe, J.P. 318
 Lardner, R. 115
 Larsen, M.N. 359
 Lauche, K. 111, 116, 117
 Lave, J. 227
 Lazer, W. 150
 Lebière, C.J. 280
 Lee, J. 141
 Lee, J.D. 355
 Legrenzi, P. 58
 LePine, J. 141
 Leprohon, J. 200
 Leveson, N.G. 352
 Levinthal, A. 176
 Lewin, K. 223
 Lewis, R. 149
 Lin, M. 169
 Lind, M. 359
 Lindsey, A. 93
 Lintern, G. 53, 65
 Lippa, K. 58
 Lipshitz, R. 3, 4, 5, 8, 14, 279
 Lloyd, G.E.R. 164
 Logan, G.D. 307, 310, 313
 Logie, R.H. 323, 331
 Loudon, R. 93
- Maanen, P.P. 374
 MacDonald, J. 318
 Maharik, M. 62
 Mainemilis, C. 222
 Malone, P.S. 167
 Mann, S. 122, 126
 Markus, H.R. 142, 167, 177
 Martin, L. 98, 312, 314
 Masaloni, A.J. 260
 Mass, C. 183
 Masuda, T. 165
 Mathieu, J.E. 161, 225
 Maurino, D.E. 47

- Maznevski, M.L. 141
 McAndrew, C. 281, 296
 McCloskey, M. 61, 67, 118
 McFarlane, D.C. 376
 McGown, H. 93
 McGregor, D. 228, 264
 McHugh, A. 141, 142, 151, 152
 McLennan, J. 6, 8, 16
 McMahill, J. 324
 McPherson, J.A. 116
 Medin, D.L. 142
 Melguzio, M.C.P. 58
 Merritt, A.C. 222
 Mestre, J.P. 70
 Meyer, D.E. 305, 310
 Militello, L. 5, 66, 71, 74, 205, 279
 Militello, L.G. 70
 Miller, G. 11, 168, 188, 343, 344, 359
 Mills, K.K. 84
 Mills, M. 225, 233
 Minionis 225
 Minsky, M. 162
 Mohammed, S. 225
 Monohan, J. 183
 Montgomery, H. 3, 294
 Moon, B. 8
 Moray, N. 66
 Morgenstern, O. 355
 Morikawa, H. 164
 Morley, M.J. 88
 Morris, M. 167, 168
 Morris, N.M. 59, 60, 65, 68, 143
 Mosakowski, E. 143, 153, 155
 Mosier, K. 52, 279
 Mosier, K.L. 41, 42, 49, 50, 52
 Mosteller, F. 342
 Mulder, M. 28
 Mumaw, R. 152, 165, 301
 Musson, D.M. 221

 Nakamura, H. 171, 172
 Nead, J.M. 63
 Neale, M. 146
 Neerinx, M.A. 374, 375, 377, 379, 380,
 382, 384, 386
 Neisser, U. 356, 360
 Nellen, S. 280
 Nemeth, C. 221
 Newell, A. 10–11, 71, 294, 296, 310, 342,
 343, 359
 Nguyen, A.D. 204

 Nisbett, R. 164, 169, 170, 171, 173
 Nishiyama, K. 147
 Norcio, A.F. 66
 Norenzayan, A. 168, 169
 Norman, D. 58, 61, 63, 67, 74, 208, 225,
 307, 352, 373
 Northcraft, G. 146
 Novak, J. 67, 74, 224

 Obhuchi, K. 146
 Obstfeld, D. 161
 Obuchi, K. 146
 O'Connor, P. 111
 Olson, J. 53
 Omodei, M.M. 6, 103
 Orasanu, J. 3, 41, 98, 118, 278, 303, 309,
 312, 314
 O'Reilly, C.A. 172
 Ormerod, T.C. 82, 88
 Oskamp, S. 141
 O'Sullivan, M. 126

 Palmer, S.E. 323, 331
 Parasuraman, R. 50
 Pascual, R.G. 225, 233
 Patel, V. 200, 342
 Patterson, E.S. 204, 211, 218, 301
 Payne, D. 319, 340
 Pearson, D.G. 323, 331
 Pelham, B.W. 167
 Pelletier, J. 91
 Peng, K. 167, 168, 170, 171, 173
 Pennington, N. 82
 Persson, P.-A. 358
 Peterson, M.F. 141, 267
 Pew, R.W. 308, 310
 Phillips, J.K. 123, 135
 Piaget, J. 223
 Piggio, T. 12
 Pirsig, R.M. 34, 36, 37
 Plasters, C.L. 221
 Plato 31
 Pliske, R.M. 118, 126, 184, 187, 196
 Port, R.F. 353
 Pras, A.A. 279
 Prince, C. 222
 Pylyshyn, Z. 58

 Randel, J.M. 279
 Rasmussen, J. 4, 8, 352, 353, 373, 376
 Rattray, W.A. 116, 118

- Raynard, R. 279
 Rayner, A. 35
 Read, T. 318
 Reason, J. 307
 Reitman, W.R. 352
 Rentsch, J.R. 225
 Reuter, H. 53
 Riley, V. 50
 Roben, P. 226
 Roebber, P. 59, 63, 66, 67
 Rogers, C. 223
 Rosch, E. 330
 Rosenbloom, P.S. 310
 Ross, K.G. 125, 240, 296
 Ross, N.O. 142
 Roth, E.M. 7, 82, 301, 355
 Rouse, W.B. 59, 60, 65, 68, 143

 Salas, E. 3, 109, 110, 116, 118, 142, 151, 153, 279
 Saleem, J.J. 210
 Samurçay, R. 66
 Sarter, N.B. 44, 48, 52
 Schmitt, J. 118
 Schneck, W.C. 318
 Schön, D.A. 226, 232
 Schraagen, J.M.C. 5, 342
 Schvaneveldt 66
 Scott, A.C. 58
 Seagull, F.J. 221
 See, K.A. 355
 Senge, P. 62
 Senter, J.A. 59
 Serfaty, D. 116, 278
 Shadbolt, N. 110, 228
 Shafto, M. 42
 Shalin, V.L. 5, 342
 Shankster, L.J. 161
 Shanteau, J. 126
 Shapiro, D.L. 141
 Shepherd, A. 66, 82
 Sherry, L. 48
 Shiffrar, M.M. 319, 340
 Sieck, W.R. 142
 Simon, D. 313, 317
 Simon, H. 11, 66, 68, 69, 97, 185, 342, 344, 359
 Sims, D.E. 142
 Sit, R.A. 376
 Skitka, L.J. 52
 Skriver, J. 280

 Sloman, S.A. 311
 Slovic, P. 97
 Smith, B.R. 310
 Smith, J. 125
 Smith, J.L. 142
 Smith, K. 353
 Smith, S. 93
 Smith Dowell 351
 Smith-Jentsch, K.A. 116, 118, 225, 236
 Sokolowski, J.A. 14
 Spires, E. 171
 Spiro, R.J. 83
 Staggers, N. 66
 Stanard, T. 295
 Stappers, P.J. 31, 353
 Staszewski, J. 12–13, 317, 319, 334, 335, 340, 343
 Stevens, A.L. 8, 14, 58, 68, 143, 225
 Stirling, W.C. 125
 Stout, R.J. 225
 Strauss, O. 8
 Strodtbeck, F.L. 177
 Strohschneider, S. 166
 Strömwall, L.A. 127
 Su, Y. 173
 Suchman, L. 29, 33, 227
 Sueyoshi, T. 171
 Sun, H. 146
 Sutcliffe, K.M. 161
 Swets, J. 183

 Takahasi, Y. 146
 Tannenbaum, S.I. 116, 118
 Taranto, P. 103
 Tarnoff, K.A. 225
 Taylor, P. 93, 94–95
 Tedeschi, J. 146
 Tesch-Römer, C. 125
 Thomas, D. 141
 Thomas, J.B. 161
 Thomas, R. 296
 Thompson, A. 323, 331
 Thompson, L. 143
 Ting-Toomey, S. 146
 Tinsley, C. 142
 Tissington, P. 279
 Tjosvold, D. 146
 Tolman, E.C. 58
 Trafton, G. 59, 63, 66, 67, 184, 187, 191, 196
 Triandis, H.C. 174, 175

- Trolier, T.K. 162
Tukey, J.W. 342
Tversky, A. 97
- Undre, S. 221
- van Boven, L. 143
van der Veer, G.C. 58
Van Gelder, T. 353
van Haperen, K. 106
Van Paassen, M.M. 28
VanLehn, K. 341
Vicente, K.J. 6, 16, 62, 125, 352, 353, 382
Vincent, C.A. 221
von Glinow, M.A. 141
Von Neumann, J. 355
Vrij, A. 122, 126, 127, 135
- Walkinshaw, O. 233
Wang, J.H. 125
Warwick, W. 14
Wearing, A.J. 103
Weaver, J. 110, 118
Webster, D. 319
Weick, K.E. 29, 50, 121, 122, 161, 162, 172
Wellman, H.M. 143
Wenger, E. 227
Wenger, M. 319, 340
Wenzel, L.H. 223, 225
- Wheeler, J. 34–35
White, R. 67
Wickens, C.D. 28, 263
Wild, M. 62
Wilhelm, J.A. 222, 301
Willems, B. 267
Williamson, J. 279
Wittgenstein, L. 58
Wohl, J. 183
Wolf, S. 123, 292
Woods, D. 5, 6, 7, 11, 47, 48, 52, 61, 211,
218, 352, 353, 354, 355, 356, 357,
359, 360, 373
Woolf, S. 8
Wulf, G. 106, 109
- Xiao, Y. 221
- Yates, J.F. 6, 97, 141
Yost, A. 265
- Zaccaro, S.J. 142
Zeisig, R.L. 116
Zellmer-Bruhn, M. 153
Zhang, Z. 169
Zimmerman, L.A. 122
Zsombok, C. 3, 41, 103
Zull, J.E. 30
Zwaan, R.A. 84

Subject Index

- ACT-R model (Atomic Components of Thought-Rational)
 - applications, research using 280
 - versus* Complex RPD
 - Complex RPD strategy model 277–78, 278f
 - expectancies, generation of 290
 - iterative processes 290
 - recognition, components of 290
 - situation familiarity 290
 - situation unfamiliarity 290–92
 - trace output (situation unfamiliar)
 - example 290, 292, 292f
 - condition-action pairs (production rules) 280
 - “Developing a course of action” 277
 - future directions
 - alternative theoretical
 - representations, goodness-of-fit 297
 - error-free expert decision making, modeling 297
 - macrocognitive/microcognitive
 - bridging, case for artificiality 295
 - cognitive components, division of 292–93, 296
 - leverage points, for courses of action 294
 - mental simulation, positioning
 - within Complex RPD 295
 - “methodology wars” 296–97
 - “paradigmatic territorialism” 296
 - situation assessment/sensemaking
 - example 293–94
 - subjective inferences 295
 - supporting microcognitive processes
 - example 294
 - method
 - participants 281
 - procedure 284–86
 - protocol recoding 284
 - protocol transcription, content
 - analysis of 284
 - recognitional features, identification of 285–86t
 - scenario design, and elicitation of RPD processes 281–84
 - think-aloud protocol methodology 284
 - methodological barriers 279–80
 - microcognitive methods 279, 280–81
 - model development 287
 - model fit, and prediction of courses of action
 - predictive accuracy 288
 - trace output (situation familiar)
 - example 288, 289f, 290
 - recognitional *versus* analytical decision studies 279
 - as validation tool 280–81
 - air traffic control tower (ATCT) study
 - see* systems engineering, macrocognition in
 - analytic *versus* holistic thinking *see* sensemaking (cultural perspectives)
 - Atomic Components of Thought-Rational model *see* ACT-R model
 - aviation accidents *see* expertise, reconceptualizing
 - Base Macrocognitive Model, of expertise 71–74, 71f
 - Behavioral Decision Making (BDM) 5, 14
 - CEBES *see* Cognitive Engineering Based on Expert Skill
 - clinical reminders
 - barrier identification 205
 - as decision aid 203
 - design seeds
 - coordination, supporting 214–15

- design seed approach, goal of 218
- feedback tool interface 216, 217f
- flexible checklist reminder interface 213, 213f
- notes template, integration of
 - screening questions into 213–14
- reminder logic, visibility of 216, 217f
- reminder responsibility, interface
 - clarifying 214–15, 215f
- rigidity, reducing 216
- software intrusiveness 212–13
- usability 218
- workflow phases (patient exams) 211–12, 212–14, 212f
- workload burden, reducing 215
- electronic patient record 203–4
- ethnographic observation findings 210–11
- evidence-based practice, compliance with 219
- findings 206–11
- functional analysis 204–5
- functional taxonomy
 - documentation, forcing 206f, 207
 - documentation, simplifying 206f, 207
 - education guidelines 206–7, 206f
 - error categories, reducing 206–8
 - guidelines, enforcing 206f, 207
 - information, collecting 206f, 207–8
 - patient group, identifying 206f, 207
 - perceived benefactors, for functions 206f, 208
 - procedure/tests, tracking 206f, 207
 - responsibility, clarifying 206, 206f
 - responsibility, enforcing 206, 206f
 - at risk broadcast 206f, 208
 - well-known actions, preventing forgetting of 206f, 207
- medical decision making, complexity of 203
- method 204–6
- patient care improvement 219
- survey findings 208–10, 209t
 - learning support, variability of 208
 - workload, as barrier 209
- Veterans Administration (VA) hospitals 203, 204
- cognitive engineering *see* situated cognitive engineering, for complex task environments
- Cognitive Engineering Based on Expert Skill (CEBES) (mine detection)
 - background
 - landmines, threat of 318
 - project motivation 319
 - expert skill, training based on design principles 332–34
 - if-then rules 333–34
 - performance measures 333
 - practice with feedback 333
 - skill organization, communicating 333–34
 - teaching what works 332
 - working memory load, minimizing 321f, 328f, 333
- and macrocognition 342
 - convergent findings, confidence gained from 343–44
 - macrocognition postulates, compatibilities with 343
 - natural environment, tasks posed in 343
 - thought processes, grain-size of description 343
- operator training programs, success of 317
- projects, significance of 342
- PSS-12 317, 318f
 - analysis 320
 - data collection 319–20
 - expert detection procedures 320–22, 321f
 - expertise, analysis of 319–23
 - findings 320–23
 - Joint Readiness Training Center (JRTC) 337–38, 337f, 339f
 - procedural regularities 320
 - reliability tests 335
 - spatial pattern recognition 322–23, 323f
 - training tests 334–41, 335f
- PSS-14 317, 318, 319f
 - analysis 326
 - data collection 324, 326
 - expert detection procedures 327–28, 328f
 - expertise, analysis of findings 327–32
 - GPR (ground-penetrating radar) 324, 327–28, 330
 - HSTAMIDS prototype 324, 325f

- mine targets, used in testing 326f
- pattern matching, increased
 - complexity of 324, 327–28
- performance review 324
- PSS-12 expertise, guidance from 324
- sensor output patterns 328, 329f, 330f, 331f
- spatial pattern recognition 328, 329f, 330–31
- spatial patterns, prototypical 330, 332f
- testing results 324, 336f
- training tests 335–37, 336f
- surprise 317
- training effects
 - clutter, manipulation of 340
 - detection rates, uniformity of 340
 - expertise, time required to attain 340–41
 - prior to completion of training 339
 - speed of appearance of 338
 - trainees' false alarm rates 340, 341f
- Cognitive Intervention 68, 70
- cognitive psychology
 - and mental models 11, 58, 61–62
 - and “real-world” cognition 11
- Cognitive Systems Engineering (CSE) 62, 352, 354
 - and constraints 352
- Cognitive Task Analysis (CTA)
 - ATCT changes 257–58, 258f
 - mental models 66–74
 - see also* naval weather forecasting
- cognitive task load model (CTL) 374, 375–76
- Cognitive Work Analysis 6
- collaborative decision making, cultural variations in (mental models)
 - commitment 149
 - comprehensive mental model
 - change, opportunity for 144, 144f, 151–52
 - commitment 144, 144f
 - decision point 144, 144f
 - divergence-convergence 144, 144f
 - execution 144, 144f
 - key social-context variables 144–45
 - core team competencies 142
 - cultural dimension-based approach 142–43
 - data collection 143–44, 154–55
 - decision point 146–48
 - “democratic” *versus* “autocratic”
 - decision making 148–49
 - divergence/convergence
 - Japanese *nemawashi* process 147–48, 152
 - process transparency 146–47
 - public/private disagreement 146–47
 - execution
 - performance monitoring 151
 - resources, shifting 151
 - and situation awareness 150
 - hybrid team culture 143, 155
 - mental models, core elements of as shared 155
 - method 145
 - multinational teams
 - “diversity paradox” 141–42
 - hybrid cultures in 141
 - prescriptive teamwork models 142
 - results 145
 - social context 153–54
 - professional/personal life, separation between 154
 - respect 153–54
 - team unity, and trust 153–54
 - tempo, of decision making 149
- command and control, network-based *see* constraint recognition
- Concept Mapping 6, 14, 15f, 65, 67, 74
- constraint recognition (command and control)
 - C3Fire, application to
 - C3Fire and command-and-control environments, differences between 368
 - essential variables analysis 362, 364f
 - functional modeling task analysis 362, 363f
 - microworlds 361–62
 - state space representations 364–66, 365f
 - variables, juxtaposition of 363–64
 - command and control, and decision making 354
 - constraints, and their representation
 - CSE 352
 - cybernetics, and Law of Requisite Variety 352

- sociotechnical joint cognitive systems 353
- state space representation 353–54, 353f
- control support
 - action possibilities, discernability of 357–58
 - decision support, and tool user/builder 357
 - functional resonance accident model (FRAM) 358–59, 359f, 360
 - goals-means task analysis (GMTA) 359
 - joint cognitive system, control support 357
 - variable identification 359–60
 - variable juxtaposition 360
- decision making and control, dynamics of
 - dynamic decision making (DDM) 356, 357
 - joint cognitive systems, and CSE 356, 357
 - normative decision theory 355, 357
 - recognition-primed decision making model 356
- discussion 366–68
- joint command and control systems
 - cognitive systems engineering (CSE) paradigm 354
 - command control centers 355
 - joint cognitive system, as unit of analysis 354–55
- network-based command and control 351–52, 368
- safety-efficiency balance 368
- state spaces
 - in abstract conceptual form 366, 367f
 - action opportunities 366–67
 - behavior, illustrations of 366
 - essential variables, behavior of 367
 - as powerful representation 367
 - and representation design 366
- criminal contexts *see* sensemaking (criminal contexts)
- Critical Decision Method (CDM) interviews 6, 10, 70
 - ATCT changes 264–66
 - surgical teams 228
 - team leader training 110–11
- Critical Incident Analysis (CIA) 263–66
- critical incidents *see* incident management, team leader training
- CSE *see* Cognitive Systems Engineering
- CTA *see* Cognitive Task Analysis
- CTL *see* cognitive task load model
- cultural perspectives *see* collaborative decision making, cultural variations in; sensemaking (cultural perspectives)
- Data/Frame model (sensemaking)
 - explanations, differing 162, 175
 - frame selection 162, 174–75
 - information range and content 162, 175
 - internal frames, matching situations to 121–22
 - material organization/categorization 162, 175
 - new/contradictory information, openness to 163, 175
 - problem identification 162, 174
 - questions suggested: 162–63
 - see also* police officer sensemaking study
- Directed Inquiry 67t, 68, 70
- Distributed Operator Model Architecture (D-OMAR) 305–8
- DOODA loop 356
- dynamic decision making (DDM) 356, 357
- Ecological Psychology 33
- experiential learning *see* surgical teams, macrocognition and experiential learning in
- Experiential Learning Theory
 - “experiential”, *versus* “cognitive” and “behavioral” 223
 - experiential learning cycle 223, 224f
 - holistic model of 223
 - propositions of 223
- expertise, reconceptualizing (aviation accident)
 - accident description
 - captain’s plan, execution of 303–4
 - microbursts 303
 - plan continuation errors 303
 - aircrew decision errors 301
 - captain, planning and decision-making of 302
 - captain’s missed approach
 - decision complexity 308–9

- expert decision making,
 - automaticity in 310–11
 - memory, rethinking 309–10
 - narratives, and action selection
 - plan, captain's failure to modify 309
 - thoughtful processes in decision making, characterizing 311–12
- concurrent tasks, demands of 304–5
- Distributed Operator Model Architecture (D-OMAR)
 - cognitive skills 307
 - currently activated goals, as working memory 305
 - data-flow architecture 306
 - declarative memory items 305–6
 - domain-specific procedures, and domain-independent capabilities 308
 - goals, and procedure network 305–6
 - network, as long-term procedural memory 305
 - operator goals, top-down/bottom-up perspectives 305–6
 - pattern-matching 306, 307
 - process 307
 - publish-subscribe protocol 304, 306
- human error, understanding 301
- human performance modeling, as iterative process 304
- modeling, contributions of
 - human error, and decision making 302
 - model, reexamination of capabilities of 302
 - narrative synthesis, in decision making/action selection 302, 314
- simulation, usefulness of 301–2
- Expertise Studies 62
- filter model of attention 60
- frames *see* Data/Frame model (sensemaking)
- functional resonance accident model (FRAM) 358–59, 359f, 360, 362, 363f
- gas industry *see* incident management, team leader training
- General Problem Solver 359
- Glitch Detector 68, 70
- goals-means task analysis (GMTA) 359
- Grudin's Law 208
- health care, supporting macrocognition in *see* clinical reminders
- Hierarchical Task Analysis 66
- hostage negotiations (sensemaking)
 - cognitive framing process 93–94
 - "crimes-in-action" 93
 - dialogue, making sense of 93–94
 - hostage/negotiator frame matching/divergence 94–96
 - "phase" models of negotiation, and (legally defined) scripts 94, 96
- human error *see* expertise, reconceptualizing
- Human-Machine Collaboration (HMC) 373–74, 381
- hybrid environments (naturalistic decision making and technology)
 - expert decision making, and analysis analysis, *versus* formal models 45
 - hybrid ecology 46
 - situation assessment 45–46
 - expert intuitive processes in 41, 42, 44–45, 46–47
 - expertise and macrocognition in automation bias 50
 - "automation misuse" 50
 - intuition and analysis, need for 49
 - NDM and expertise 49
 - planning and replanning 50–51
 - problem detection, and sensemaking 49–50
 - technology, as team member 51
- facilitating metacognition in adaptive decision aiding systems 51–53
- data and information, presentation of 52
- expertise development, facilitation of 51
- individual metacognition, aiding 52–53
- high-tech decision environments 41–42
- human cognition, technology as support for
 - data presentation, and preclusion of analysis 48
 - system complexity 48
 - system opaqueness 48
- hybrid ecologies 41–42
- "naturalistic" decision environments, and technology 42–44

- incident management, team leader training
 - command skills, stressors affecting 115
 - communication problems 115
 - crisis management training 106
 - critical incidents, complexity of 103
 - drilling process, and risk assessment 104–5
 - hazard management 104–5
 - IMT leaders, recommendations for
 - feedback and debriefing 118
 - incident command skills, practice and training 117–18
 - supplementary experiential training 118
 - “what if” sessions 117
- incident command, training for
 - command-and-control team training 116
 - decision-making focus 116–17
 - Tactical Decision Games 117
 - Team Adaptation and Coordination Training (TACT) 116
 - team leader performance 116
- incident command skills 106
- incident description 106, 108
 - command skill, requirement for 106
 - drill ship example 107f
 - drilling riser, parting of 106, 108f, 109f
- incident management role, preparation for 104
- Incident Management Team (IMT)
 - simulated emergency exercise 110
 - team interactions 109–10
 - team structure 109, 110f
- method
 - CDM semi-structured interviews 110–11
 - performance ratings 111
 - simulated exercise, comparisons with 111
- NDM approach, and incident commanders 103–4
- oil industry accidents, chronology in last thirty years 105–6t
- organizational processes
 - incident management processes 115
 - Incident Management System (IMS) checklists 116
- Piper Alpha disaster 106
- response and recovery phases
 - decision strategies, differing 113, 114f, 117
 - first seven days, rating of
 - effectiveness during 114, 114f
 - transitional period between 113
 - “what if” sessions 114–15, 117
- results
 - actual *versus* emergency exercise 113, 113t
 - simulated exercise, benefits and limitations of 112t, 113
 - short- *versus* long-term response 104
- Insurance Fraud Investigation (sensemaking)
 - alternative explanations, generation of 89–90
 - deceptive nature of scenarios 88
 - explanation-building 88–89
 - fraud detection, difficulty of 88
 - fraudulent insurance claims study 88
 - hypothesis of innocence 89–90, 91–92
 - reasoning about insurance fraud, experimental study of 91–92
 - “interocular” effects 342
- Joint Readiness Training Center (JRTC) 337–38, 337f, 339f
- knowledge models *see* Concept Mapping
- macrocognition
 - ambiguous figures, and context 31–32, 33
 - applying 14–16
 - cognition, need for unified theory of 28–29, 37–39
 - conceptual definition of 9
 - decision-making, improving 5
 - expansion of notion of 8–9
 - functions, primary and supporting 8–9, 9f
 - human experience, gap in understanding of 27–28
 - individual and society, gap between 29–30
 - laboratory *versus* natural environment 29
 - macrocognition concept map 14, 15f
 - mind/matter duality 31
 - naturalism *versus* experimentalism 10–13
 - “Naturalistic Cognition”, evolution of 6
 - origins of concept of 7–8
 - physical and mental realities, bridging

- “affordance” construct 36
- contexts, as intrinsic to phenomena 36–37
- ecological/situated cognition approach 33–34
- human experience as lived, as starting point 36
- Radical Empiricism, and dynamic experience 34–35
- processing, “stages” of 28, 29, 30
- rationality and emotion/motivation, connection between 30
- reductionism *versus* phenomenology of cognitive work 10
- representations and physical systems, as disconnected ontologies 32–33
- research, approach to 5–6
- scientific knowledge, incoherence in 27
- sociotechnical systems 28
- versus* microcognition
 - Behavioral Decision Making (BDM) 14
 - macrocognitive computational modeling 13–14
 - see also* ACT-R model
 - see also* clinical reminders; surgical teams, macrocognition and experiential learning in
- Macrocognitive Modeling Procedure 6, 70–75, 71f
- meaningful learning theory 223–24
- medical decision making *see* clinical reminders
- memory
 - declarative memory 305–6, 309–10
 - long-term memory 189, 198–99, 305
 - past, imperfect remembrance of 310
 - procedural memory 309–10
 - remembrance, and reflection 310
 - working memory load 305, 321f, 328f, 333
- mental models
 - controversial nature of 59–62
 - criteria for effective 75
 - CTA for study of
 - common paradigms 68–69
 - data coding methods 74
 - Hierarchical Task Analysis 66
 - methods 69–74
 - qualitative and quantitative measures 74–75
 - relationships, focus on 66–67, 74
 - research purpose, and CTA strategies 67–68
 - defining 63–64
 - flawed 60–61
 - as flawed 61–62
 - functions of 65
 - history of
 - business systems dynamics research 58–59
 - cognitive engineering 58
 - cognitive maps 58
 - cognitive psychology 58
 - expert systems 58
 - mental models, “discoveries” of 59
 - propositional representations 57–58, 66
 - limitations of (7 chunks) 60–61
 - and mental imagery 59–60
 - methodological paralysis 63
 - as narrative in form 311–12
 - and other mentalistic concepts 60
 - philosophical paralysis 62–63
 - practical methodological challenges 65–66
 - versus* rules of thumb 187–89, 198–99
 - see also* collaborative decision making, cultural variations in
- microcognition
 - Behavioral Decision Making (BDM) 14
 - behavioral units 271–72
 - cognitive modeling 259
 - see also* ACT-R model
- microworlds 361–62
- mine detection *see* Cognitive Engineering Based on Expert Skill
- Multiattribute Utility analysis (MAUA) 45
- narratives, and action selection
 - creative action selection 313–14
 - creative problem solution 312
 - mental models 311–12
 - narrative synthesis 302, 312–13, 314
 - Theory of Automaticity 313
- National Patient Safety Agency (NPSA) 222
- Natural GOMS (Goal, Operators, Methods, Selection, Rules) Language. 260–62, 261f
- naturalism *versus* experimentalism
 - astronomy 12
 - case study method 10

- controlled experimentation, and science
 - 12
- empiricism 13
- experimental psychology, problematic nature of 10–11
- field-research paradigms 11–12
- laboratory science, and “key” variables 10
- perceptual learning 12–13
- “real-world” cognition, study of 11
- storytelling 10
- Naturalistic Decision Making (NDM)
 - emergence of as community of practice 3–4
 - framework broadening of 6
 - paradigm 4–5
- naval ships, task support in (situated cognitive engineering)
 - adaptive functions
 - cognitive support functions 378
 - context model 378
 - modes, and alarm types 378–79
 - personalized support model 377–78
 - task model 378
 - user model 378
 - cognitive support
 - diagnosis guide 377, 377t
 - information handler 376, 377t
 - rule provider 377, 377t
 - task scheduler 377, 377t
 - cognitive task load (CTL) model 374
 - cognitive processing speed 375
 - expertise/experience, of user 376
 - task-sets, switching between 376
 - iterations 379–80
 - SEAMATE, design guidance 374–75, 375f, 386
- naval weather forecasting (CTA)
 - computer predictions, and human predictions 183–84, 185
 - forecast funnel, global to local 184
 - forecaster training, relatively short 184–85
 - forecasters’ mental model 184
 - forecasting context (interruptions) 184, 185f
 - macrocognition, and natural contexts 183
 - Terminal Aerodrome Forecast (TAF)
 - case study
 - analytic error-estimation strategy 195, 196f
 - approach, choice of 195–96
 - computer model dynamics,
 - understanding of 186t, 193–96
 - computer predictions, reliance on 103–94, 189–90, 199
 - data coding, and information source definitions 186t, 187
 - domain-specific knowledge, and long-term memory 188
 - forecasters’ goals, definitions 187, 187t
 - if-then rules 196
 - information source statements, by forecaster 190t
 - information source statements, by goals 191, 191t
 - information sources 189–91
 - “initialization” 194
 - interruptions, problem of 184, 189, 196
 - “model bias” 194, 199
 - participants 186–87
 - pattern-matching strategy 194–95, 195f
 - raw data 187
 - real-life *versus* idealized process 196, 199
 - rules of thumb 187–89
 - synoptic-scale analysis, and multiple-model evaluation 194
 - think-aloud verbal protocol 186–87
 - “weather problem of the day” 192–93, 192t, 193f
 - working memory, demands 188–89
- Terminal Aerodrome Forecast (TAF)
 - questionnaire study
 - forecasting routine 198
 - if-then rules (rules of thumb) 198–99
 - information sources 197–99
 - long-term memory, forecasting from 198–99
 - probabilistic forecast products 199
 - think-aloud verbal protocol analysis 185–86
 - tried-and-true procedures, reliance on 200
 - weather forecasting process 183–84
 - weather-prediction models 183
- navigation, Micronesian 74
- Nearest Neighbor technique 68, 69–74
- nemawashi* process, Japan 147–48, 152

- Oddity strategy 68, 74
- oil industry *see* incident management, team leader training
- organizational learning
 challenges and barriers to 227–28
 deuterio-learning loop 226
 double-loop 226
 macrocognition and naturalistic approaches to 240, 242–45
 networked expertise 226–27
 single-loop 226
see also surgical teams, macrocognition and experiential learning in
- police officer sensemaking study (Data/Frame model)
 behavioral cues
 deception 126–27, 135
 decision-making 135
 data collection 123, 128
 decision makers, activities involved in 122–23
 domain-specific skills 125
 experience/novice differences 132, 135
 expertise, and sensemaking 125
 frame
 comparing 124, 124f, 133–34
 elaborating 124, 124f, 133
 initial 129–31
 meaning of 123
 preserving 124, 124f, 133
 questioning 124, 124f, 133
 reframing 124, 124f, 134
 seeking alternate 124, 124f, 134
 interview 128, 139–40
 materials 128
 method 127–29
 participants/design 127–28
 procedure 128–29
 and Recognition/Metacognition model 123
 results/discussion 129–35
 sensemaking activities 123–24, 124f, 132–34
 situation awareness, and situation assessment 123
 skill acquisition, five-stage model of 125
 videotape methodology 128, 135–36, 138–39
- Power Distance 149
- pre-decision processes 6, 8, 16
 “progressive deepening strategy” 294
- QinetiQ 221, 222
- Radical Empiricism 34–35
- Recognition-Primed Decision-making (RPD) 4, 8, 44, 356
 mental simulation 14
 pattern-matching process 14
 situation awareness 83
 validation *see* ACT-R model
- rules of thumb 187–89, 198–99
- satisficing 97–98
- SEAMATE (Situating Engineering for Adaptive Maritime Aiding Task Environments) *see* naval ships, task support in
- Search for a Dominance Structure (SDS) Theory 294–95
- sensemaking (criminal contexts)
 alternatives, generation of
 emergency response contexts 98
 satisficing 97–98
 criminal investigations 81
 deception, expectation of 83, 98
 domain attributes 81–82
 explanation-building 82, 97
 human-behavior frame 82
 investigative domains, dynamic nature of 98
 situation awareness 83
see also hostage negotiations; Insurance Fraud Investigation; police officer sensemaking study; To-Be-Investigated Situation
- sensemaking (cultural perspectives)
 additional dimensions
 hypothetical-concrete thinking 177
 mastery-fatalism 177
 power distance 177
 time horizon 177
 tolerance for uncertainty 177
 additional regions 177–78
 additional research 176
 analytic *versus* holistic thinking 163
 Ecocultural Model 163–64
 Greek Aristotelian *versus* Chinese Confucian thought 164
- attention 160, 163
 analytic thinkers, and individual objects 165

- auditory world, differences in
 - attention to 165
- decision-making tasks, complex 166
- holistic thinkers, and relationship 165
- information usefulness judgments 166
- intuitive *versus* rule-based thinking 166
- social information, availability of 165–66
- causal attribution 160, 163
 - categorization 169–70
 - dispositional *versus* situational attribution 167
 - information power of 169
 - motorcycle incident scenario 168–69
 - press coverage studies 167–68
- change, perception 160, 163
 - analytic *versus* holistic thinkers 172
 - folk tales 172–73
 - future predictions 173–74
 - linear *versus* cyclic patterns of change 172–73
- cognition, national differences in 159–60, 163–74
- contradiction, tolerance for 160, 163
 - ambiguity 172
 - analytic *versus* holistic thinkers 170
 - criticism and self-appraisal 172
 - healing models 170–71
 - information selection and retention 172
 - new/contradictory information, openness to 171
 - pairs of statements 171–72
 - proverbs study 170
 - religious systems 170
- Cultural Lens Model 174
 - definition/process of 161
 - emotional centers 30
 - global interdependence, increase in 159
 - information management 177
 - NDM, and use of laboratory outcomes 160
 - research limitations 160–61
 - team/organizational processes, implications for 175–76
 - see also* Data/Frame model
- sensemaking (human behavior) *see* Data/Frame model; police officer sensemaking study
- Shannon-Weaver theory of communication 60
- situated cognitive engineering, for complex task environments
 - cognitive engineering approaches 373–74
- Human-Machine Collaboration (HMC) 373–74
- Mission Execution Crew Support (MECA) 386
- situated CE method 374, 386
- Technological Design Spaces (TDSs) 386
 - see also* naval ships, task support in; space stations, task support in
- situation awareness 6, 8, 13–14, 16
 - collaborative decision making 150
 - Recognition-Primed Decision-making (RPD) 83
 - sensemaking (criminal contexts) 83
 - sensemaking (human behavior) 123
- Skills/Rules/Knowledge model, with “decision ladder” 4, 376
- space stations, task support in (situated cognitive engineering)
 - cognitive support
 - categorizing landmarks 382, 383t
 - diagnosis guide 383
 - history map 383, 383t
 - rule provider 383
 - speech command view 383, 383t
 - human-machine collaboration 381
 - hypermedia processing 381
 - cognitive factors of supervision 377t, 381–82
 - memory capacity 382
 - spatial ability 382
- SUITE design guidance 380–81, 381f, 386
 - Cardiopres payload system, prototype testing 384, 384f
 - categorizing landmarks 382, 383t
 - cognitive factors of supervision 377t, 381–82
 - cognitive support 382–83, 383t
 - diagnosis guide 383
 - history map 383, 383t
 - human-machine collaboration 381
 - hypermedia processing 381
 - iterations 384–85
 - memory capacity 382

- Pulmonary Function System, and SCOPE framework 385, 385f
 - rule provider 383
 - spatial ability 382
 - speech command view 383, 383t
- Supporting Crew OPERations (SCOPE) 381, 383, 386
- spatio-temporal resource constraints *see* constraint recognition
- SUITE (Situating Usability Engineering for Interactive Task Environments) *see* space stations, task support in
- Summa Theologia* (Aquinas) 57
- surgical teams, macrocognition and experiential learning in
 - background 221
 - CDM interviews 228
 - current practice 227–28
 - individualistic approaches 228
 - macrocognition and experiential learning, relationship between 243, 244, 245
 - personal benefit, lack of 228
 - study origins 221–22
- team effectiveness, and macrocognitive functions 240, 242–43t, 243
 - adaptation/replanning 242t
 - coordination 243t
 - decision making 242t
 - planning 242t
 - problem detection 243t
 - sensemaking/situation assessment 242t
- team effectiveness, and macrocognitive processes 243, 244–45t
 - attention management 245t
 - common ground, maintaining 244t
 - leverage points, turning into courses of action 245t
 - mental models, developing 244t
 - mental simulation/storyboarding 245t
 - uncertainty management 244t
- team expertise, challenges to facilitation of
 - ad hoc teams, impact of 229–30
 - change, effecting 232
 - confidentiality/legal issues, managing 232
 - equal participation, facilitation of 230
 - focus, maintaining 231
 - interpersonal conflict/personal culpability, managing 231
 - issues/actions, capturing 231
 - monotony, avoiding 231
 - participation, obtaining 230
 - shared mental model, movement towards 228–29
 - staff migrations 230
 - team discussion, location for 229
 - time, managing 231
 - time pressure/daily schedule 229
 - website feedback 228
- see also* Experiential Learning Theory; meaningful learning theory; organizational learning; Team Self-Review (TSR) process
- systems engineering, macrocognition in (ATCT changes)
 - ATCT, macrocognition in 252, 256–57
 - ATCT operations, overview
 - coordination/communication 254
 - departure clearance 254
 - flight data 253–54
 - flight plan 254
 - ground control 254
 - local control 254
 - taxi instructions 254
 - tower supervision 254
 - ATCT procedures, changes in
 - wake vortex-prediction technology 255–56
 - wake vortex separation requirements 255, 255f, 256f
- attention management 252
- cognitive modeling
 - as applied microcognition 259
 - current and future procedures, modeling of 262
 - initial CTA 257–58, 258f
 - methods 252–53
 - transfer of communication (TOC) task, NGOSML model of 260–62, 261f
- Cognitive Task Analysis (CTA) 258f
 - CTA, as decision inventory 257
 - data sources 258
 - observable actions 258
 - scenario development 258
 - understandability, by domain practitioners 257–58

- Controller Coordination Analysis
 - coordination dimensions 267, 268–69, 269t
 - coordination framework 267, 270–71, 370t
 - methodology 266f
 - Standard Operating Procedures (SOPs) 267–68, 268f, 269
- Critical Incident Analysis (CIA)
 - CDM interviews 264–66
 - incident analysis 263–64
 - incident categorization scheme 263, 264f
 - non-routine conditions 263
 - descriptive granularity, levels of
 - behavioral units, macrocognitive level 272
 - behavioral units, microcognitive level 271–72
 - holistic description, and System level 272
 - explanatory level of analysis 253
 - increased capacity, and decision making 251
 - measurement level of analysis 253
 - methodological considerations
 - cognitive modeling 251–52
 - complete task analysis methods 251
 - controller coordination analysis framework 252
 - critical incident analysis 252
 - macrocognitive functions, assessment of 251
 - model-derived outputs
 - mental workload 262–63
 - work time 262–63
 - naturalistic decision-making 256
 - planning 256
 - problem detection 256
 - situation assessments 256
 - task event recording 258–59, 260f
- Tactical Decision Games 117
- task goal analysis 6
- task retrospection techniques 6
- Team Adaptation and Coordination Training (TACT) 116
- Team Dimensional Training (TDT) 236
- team leader training *see* incident management, team leader training
- Team Self-Review (TSR) process (surgical teams)
 - evaluation of 240, 241t
 - environmental learning, encouragement of 241t
 - knowledge creation, organizational 241t
 - learning processes, evaluation and improvement of 241t
 - organizational work routines, evaluation and improvement of 241t
 - transformations, occurrence of in organizational culture 241t
- impact of
 - Hawthorne effect 238
 - issues raised, coding of 239, 239f
 - National Audit Office (NAO) review, and positive impact 240
 - TSR process, expansion of 239
- QinetiQ research underpinning
 - mental models, and team performance 233
 - team failures 233
 - team performance 233
- TSR Debrief 233
 - debriefing techniques (“controls”) 236–38
 - lessons identified 238
 - lessons learned 238
 - purpose of 236
 - teamwork model 236, 237f
 - TSR cards 236–37, 237f, 238f
- TSR Pre-brief 233
 - purpose of 236
 - structure of 234f, 235f
- technology, and naturalistic decision making *see* hybrid environments
- Terminal Area Approach Control Center (TRACON) 254
- Think-Aloud Problem Solving (TAPS) task 68, 69–70
- think-aloud protocol methodology 185–87, 284
- To-Be-Investigated Situation (sensemaking)
 - cues, and legally determined scripts 87
 - Data/Frame theory 84
 - generic mental models 84
 - goal, of investigation 85
 - initial assessment, importance of 84
 - “investigative signifiers” 84

scenarios 85–86, 86–87
Twenty Questions Game, surprise version
34–35, 38

Weather forecasting
Base Macrocognitive Model of expertise
71–74, 71f, 73f
see also naval weather forecasting