

## Transferring Experience in Ordinary Work and from Catastrophes

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### *Abstract*

The presentation focuses on the issue of transferring rescue work experience. Experience is here defined as a high degree of professionalism. Examples are given from ordinary work situations where personnel's lack of experience may result in ineffective action strategy solutions and thus misuse of resources. Furthermore, challenges in the management of rare catastrophic events are presented, e.g. relating to the tsunami catastrophe 2004, the July 22, 2012 events in Norway, and the 2012 military aircraft crash in the Kebnekaise Mountains, Sweden. Several circumstances influence the outcome of an emergency response in ordinary work situations, e.g. availability or non-availability of ICT support systems and first responders' knowledge of those, availability and use of preparedness plans and of competent personnel, including leadership. Problems may arise from a sub-optimal status of the mentioned aspects, but may also be related to e.g. organizational structuring, planning, leadership, individual capabilities to handle stress, and the personal closeness to an event. Rare catastrophes seem to involve additional problematic aspects. Their uniqueness defies imagination, as well as prior experience, before they have happened, and even if imaginable such events are hard to realistically prepare for beforehand. Thus, it is important to strategically collect and transfer available experiences within organizations although how to implement this conclusion is the real challenge. Suggestions involve that society generally, and specific organizations locally, provide resources to identify, document, discuss and utilize in educational settings the experience and skills that result from the work in question. "Debriefing" strategies to collect information, use of seniors' experience in training and follow-up education, documentation in easily available competence registers could be helpful. The exchange of experience in TIEMS conferences is certainly a good example.