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## **V-SICMA: Innovative training methods for appropriate action in unforeseen circumstances**

**Transport corporation staff, particularly drivers, are often the first people to be actively involved at the scene of emergency and crisis-laden incidents.**

The object of the V-SICMA research project is to enable staff to act in a logical, coordinated and appropriate manner from the first moment events like these occur. A 3D simulation with PC support and a management board game are the central components of the V-SICMA training concept. Further modules such as case studies, workshops and group discussions round off the package.

The management board game is a central feature of the V-SICMA training concept. HC are currently working on a management board game which helps people to learn how to take appropriate action in unforeseen situations. This complex training format offers a number of advantages.

The innovative management board game for up to six persons enables the exchange of explicit and implicit knowledge, besides experience in the decision- making and action-taking process, while enabling them to reflect on the process at the same time. Learners have to constantly come to terms with appropriate and inappropriate decisions during the training process.

In doing so, they learn – consciously or unconsciously - from their own mistakes, and they are trained to make decisions in the best possible way, In addition, they are taught the main skills for dealing with emergency and crisis- laden situations, i.e.

- planning and decision-making ability (decision and assessment ability)
- communicating ability (obtaining and passing on information)
- cooperation and teamwork ability and network thinking

### **Modularly designed training concept**

The 3-D simulation developed by IABG and the HC's management board game are both exceptionally well-suited for developing learners' abilities to deal with crises.

The fact that both formats train and reflect on specialist skills – in other words inter-departmental knowledge - , as well as key skills such as communication and coordination, is of particular advantage.

These offer the possibility of adding transparency to complex processes, examining the consequences of certain actions, and finding adequate solutions, discovering possibilities for alternative action in particular areas, and practising cooperative behaviour.

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