

## KEYNOTE – WEDNESDAY, MAY 7

# The Cognitive Dimension of Crisis Management

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### ABSTRACT

While we can access more information than ever before, crisis managers need to go beyond information management. They have to be able to use the information to make decisions, make plans, and make sense of events. This presentation describes how people actually perform these cognitive functions and how to take the cognitive dimension into account in developing information systems.

### BRIEF BIOGRAPHY



Gary Klein, Ph.D., is Chief Scientist of Klein Associates, a group he formed in 1978 to better understand how to improve decision making in individuals and teams. The Klein Associates Division is now part of Applied Research Associates, Inc. Dr. Klein is one of the founders of the field of Naturalistic Decision Making. His work on recognitional decision-making has influenced the design of new systems and interfaces, and decision training programs. He has extended his work on decision making to describe problem detection, option generation, sensemaking, planning and replanning. In order to perform research on decision-making in field settings, Dr. Klein and his colleagues have developed new methods of Cognitive Task Analysis.

Dr. Klein received his Ph.D. in experimental psychology from the University of Pittsburgh in 1969. He was an Assistant Professor of Psychology at Oakland University (1970-1974) and worked as a research psychologist for the U.S. Air Force (1974-1978). He is a fellow of the American Psychological Association. He has written more than 70 papers and has authored three books: *Sources of Power: How People Make Decisions* (1998, MIT Press); *The Power of Intuition* (2004, A Currency Book/Doubleday); and *Working Minds: A practitioner's guide to Cognitive Task Analysis* (Crandall, Klein and Hoffman, 2006, MIT Press).