**Strategies for Boosting Operational Performance by Reducing Distraction and Complacency**

Using pop culture examples to portray how distractions and complacency lead to non-compliance, Vanessa Shawver will explore strategies for boosting operational performance. She will examine sources and causes of non-compliance and provide tips for how to identify them at the terminal. Additionally, she will present an overview of operational costs associated with non-compliance and share a technology for tracking activities and improving worker performance.

**ABOUT THE SPEAKER**

Vanessa Shawver serves as the Operations Manager for Convergent Performance where she ensures the day-to-day continuity of operations including production, delivery, and quality control of materials and courseware. She also serves as a project manager, instructor and subject matter expert with 24 years’ military experience, including 10 years as a Blackhawk helicopter pilot for the U.S. Army and six years in the Colorado and Georgia Army National Guards as an Officer Candidate School instructor and commander. She transitioned into the U.S. Air Force Reserves in 2008, where she worked extensively in electronic warfare and now currently serves as an Aerial Event Coordinator at the U.S. Air Force Academy in Colorado Springs. She holds a Bachelor’s degree in Public Relations from the University of Georgia, is an avid runner and serves as a Court Appointed Special Advocate for children in the Pikes Peak region.
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Vanessa Shawver
Cell Phone Exercise

• Please take your phone out of your pocket, purse, backpack, or purse and silence it.
• Now put it on the table in front of you.
• Now ignore it. Don’t touch it.
• Try not to even look at it.
Overview

• Threat briefing
• Learned ADD and you
• Normalization of Deviance
• Countermeasures
Basic Vampire Mythology

- Undead
- High degree of body maintenance
- Intelligent and cunning
- Discriminate feeders but require blood
- Limited to night ops
- Cast no reflection
- Apotropaics differentially effective
Gen 4/5 Vampires

- Transmogrification
- Flight capabilities added
- Low observable capabilities now SOTA
- 24/7 ops
- Sparkly
- Increased threat to adolescent females
Know the Threat: Basic Zombie Characteristics

- Mobile but slow
- Little/no bodily maintenance
- Driven by hunger only
- Unintelligent, but exhibit pack behavior
- Single point vulnerability: cranium
Next Generation Zombie

- Major propulsive upgrades
- Wickedly fast
- Cooperative climbers
- Increased olfactory discernment
Comparison

**Zombies** VS **Vampires**

**Zombies**
- Dead/Walking Dead
- Decomposing
- Soulless
- Mindless
- ADD
- Sexually unappealing
- May be killed with impunity
- Complacent

**Vampires**
- Undead
- Body maintained
- Soulless/Evil
- Active Intelligence
- Focused Planners
- “Right-swipe” worthy
- Depends on jurisdiction and affiliated property damage
- Distracting
So What?

You

Zombies

Vampires
Connecting the Dots…

Vampires are the primary vector for transmission of the Zombie plague

Why didn’t we know this before?
Threats

Evolve
Vampires are soulless entities that come in a variety of shapes and will drain your lifeblood.
Current Day Vampire
Zombies are mindless beings that only care about one thing...
Distraction and/or insufficient attention is highly correlated to complacency.

Distraction (Vampires) -> Complacency (Zombies)
Complacency and Distraction are **LEARNED** Skills
Attention Defined

The focusing of cognitive and sensory resources on a particular subject or area
Search for acorns

SQUIRREL!
Pay Attention
Ecosystem of Distraction Technology
Fast, Frugal, Heuristics
So what about complacency (zombies)?

Distraction

Complacency

Normalization of Deviance
Normalization of Devianace

Phase One
An unexpected event occurs outside of allowable prescribed limits without negative consequence.

Phase Two
Since nothing bad happened, no action is taken to prevent reoccurrence and the previous limits are informally ignored.

Phase Three
The deviation continues to occur outside of prescribed limits, current practice. At this point the margin of safety provided by the original prescribed limit is effectively gone.

Phase Four
Fatal mishap occurs outside of prescribed limits, current management is held accountable for their poor leadership and defends itself by saying “it’s never happened before” and “everybody does it.”
Becoming a Superhero
The Data on Superheroes

Claims of Super Powers

Super Powers verified by experiment

Adapted from the web comic XKCD
Characteristics of a Superhero

• Extraordinary power, ability, or skill
• Courageous
• Strong sense of morals and duty
• Backstory of training to get better

Stan Lee, creator of Spiderman, Hulk, Iron Man, etc., and host of Who wants to be a Superhero?
We do not rise to the level of our expectations. We fall to the level of our training.

- Archilochus
What do you stop for?
When Do You Stop?
Why don’t we stop more?
Where do you stop?
What do you stop?

• Distraction
• Complacency
• Normalization of Deviance
Fight Complacency
Mindfulness

“Mindfulness is awareness that arises through paying attention, on purpose, in the present moment, non-judgmentally. It’s about knowing what is on your mind.”

Jon Kabat-Zinn, PhD, Professor of Medicine, Univ. of Massachusetts Medical
Proven positive impact on:

• Top-down and bottom-up attention
• Anxiety and depression
• Fibromyalgia and chronic pain
• Substance abuse
• Binge eating
• Skin disorders
Choose Your Focus:

- Batch process email and calls (turn off notifications)
- Use the “Do Not Disturb” function
- Single task
- Read print, not online
- Do a Pareto Analysis
ROLE MODELING
Complacency to Catastrophe in 2 seconds
We all had plans...

“Everybody’s got a plan... until they get punched in the face.” —Mike Tyson
Final Question

Are we willing to face the threats that challenge us, or are we going to drop our weapons and run?
Thank you!

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