

COMPLACENCY

PART II







RECOGNIZING COMPLACENCY

Takes too much for granted

Complacency does not happen overnight. It is an attitude and like all other attitudes, it takes time to develop.

Complacency happens to everyone.

The shame is not in complacency, but in the failure to recognize it and take corrective measures to regain our footing.





THE LOOKS OF COMPLACENCY

It's more of a passive drift

❖ Accepting lower standards of performance.

No longer call back on a drop off or hang up

No longer type thorough and accurate headers

No longer interrogate or verify information

No longer do status checks in a timely manner

No longer

No longer



THE LOOKS OF COMPLACENCY



❖ Taking short cuts/ cutting corners.

No verification

Query tag/vin in a timely manner

No thorough documentation

Blind spot



The absence of consequences has encouraged short cuts



THE SOUNDS OF COMPLACENCY

Are you an “undercover complacent?”

“I can do this job with my eyes closed”

“It won’t happen to me”

“We’ve/I’ve always done it like that”

“They will figure it out when they get there”

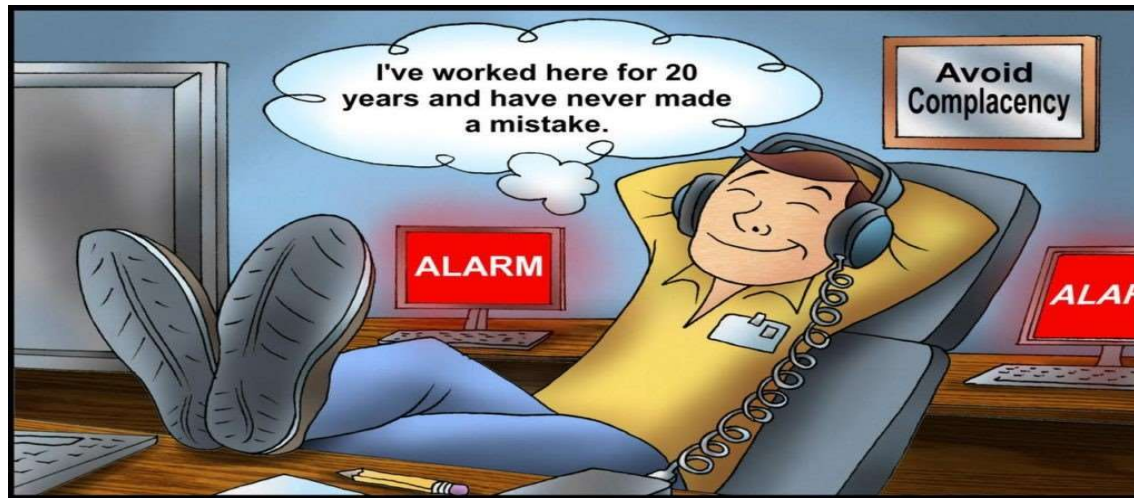
“I’ve been doing this long enough.....”

“You are too new to talk, can you do my job?”



RECOGNIZING COMPLACENCY

It is easier to see complacency in others as we interact.



It takes honest self assessment to recognize complacency in yourself.



THE LOOKS OF COMPLACENCY

❖ **Sleeping on duty**

It is never ok to take a “cat nap” or “rest your eyes” on the operations floor. The ultimate gesture of complacency in the communications center.



HOW TO AVOID COMPLACENCY



Develop and maintain a healthy respect for the risks and dangers of your job. (Use check lists)

Conduct constant “mental rehearsals”

Conduct self-evaluation/critique

Know the industry(study your past)

Maintain constant situational awareness



RECOGNIZING COMPLACENCY

Many of the liability issues in the PSAP are related to poor performance due to complacency.

“Complacency is man's
biggest weakness. It creeps
up on us when we least
expect it.”

Jay Mullings



Thank You!

FL APCO TRAINING COMMITTEE