

COMPLACENCY

PART I



WHAT IS COMPLACENCY?

Having a false sense of security

Complacency

“A feeling of quiet pleasure or security, often while unaware of some potential danger, defect, or the like; self-satisfaction”

Complacency is present when our minds no longer remind us of the danger that is lurking in our activities, and we lose the most valuable “safety device” at our disposal - our minds .

There are inherent risks and dangers associated with the job of a telecommunicator.



WHAT CAUSES COMPLACENCY

Same ole...same ole

“Routine and predictable days are the breeding grounds for complacency.”

When we get used to things being “the way they have always been” we start underestimating the risks involved or attached to a certain task.






WHAT CAUSES COMPLACENCY


Process without awareness

❖ Repetition

Repetition lends itself to automation. The more/longer you perform a task or skill the more proficient you become. Eventually you are able to perform said task on “**auto pilot**”.



Many of our jobs are repetitive in nature, and the more we repeat what we are doing, the better the chance that we are becoming complacent without even realizing it.





WHAT CAUSES COMPLACENCY

Computer Aided Dispatch

❖ Reliability of automated systems

As technology evolves and each step in a task is performed by software or hardware, we may not pay as much attention to the task, but rely solely on the ability of the equipment. This over time creates a false sense of security.

The technology is to help (aide) the telecommunicator, not to replace or think for the telecommunicator



WHAT CAUSES COMPLACENCY



Ms./Mr. Know it all

❖ **Arrogance and Overconfidence**

Be comfortable enough to do your job well, but never forget an accident is one comfortable moment away from being very uncomfortable.

“I’ve been doing this long enough, I know what I am doing”.



WHAT CAUSES COMPLACENCY



The arrogance of success is to think that what we did yesterday is good enough for tomorrow.”

— William Pollard

WHAT CAUSES COMPLACENCY




Burn out

❖ Fatigue

Fatigue- the feeling you get when you are completely drained, tapped out or just don't have the compassion or empathy you need to do the job.

Fatigue leads to passiveness and a desire to ignore people and other stimuli. Don't want to be bothered or too tired to care so you let your guard down.



WHAT CAUSES COMPLACENCY

When we are fatigued our motor skills and mental alertness diminishes. We convince ourselves we can keep going (mental error) then we start making mistakes (motor skill problem). We slip into this state of mind unaware of the dangers lying in wait.



Complacency

Just because things are going well now, doesn't mean they can't go horribly wrong at any moment...





Thank You!

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