

THE PSYCHOLOGY OF INTEROPERABILITY

Interoperability is a shared system of technology and teamwork built upon these five pillars.

Researchers and practitioners can use these vital components to design targeted research, training and interventions.

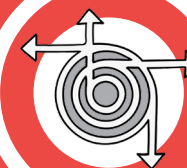
1. COMMUNICATION

There needs to be effective communication and information exchange – interoperable teams prioritise efficient and meaningful communication, sharing relevant information while avoiding overload. This fosters a shared understanding and informed decision-making.



2. FLEXIBILITY

Successful interoperable teams must embrace flexibility and decentralisation. Team members should have a clear understanding of roles, which will enable adaptivity and effective action, even in the absence or overload of another team member. Flexible and decentralised teams allow responsibilities and decision-making authority to be distributed aiding an efficient response.



3. TRUST

Trust is a foundational element within an interoperable team. It encompasses different dimensions, including interpersonal trust – based on personal familiarity – role-based trust, which involves having confidence in the competence and reliability of individuals to fulfil a specific role, and group-level trust – which extends to any member representing a particular organisation or profession. Establishing and maintaining trust within the team is vital for interoperability.



4. IDENTITY

Emergency workers must maintain secure organisational identities within their interoperable team. Organisational identity refers to how individuals perceive themselves as members of their organisation and their sense of alignment with its mission and values. Efforts to promote interoperability, through changes in doctrine or training, should prioritise respecting team members' identities to prevent identity threats and promote a positive, inclusive team environment.



5. GOALS

Interoperable teams must have cohesive goals. While the overarching aim is saving lives, practical implementation may vary across roles and services. Translating and aligning these goals enables harmonious teamwork and coordination, fostering a unified team.



Scan the QR code to watch the video and other outputs from this project.