Bio:

Scott C. Hammond, PhD, is a Professor of Management in the Jon M. Huntsman School of Business at Utah State University and an author, speaker, consultant, and volunteer with Utah County Sheriff’s Search and Rescue team. He is the author of Lessons of the Lost: Finding Hope and Resilience in Work, Life and Wilderness (I Universe 2016), and The Peach and the Coconut: A Leader’s Guide to Culture (Archway, 2018). His “Management Minute” is heard by 20 thousand plus listeners every day, and he is regular guest on radio and television nationwide. He has been recently quoted in Fast Company, US News and World Report, The Denver Post, and many other publications. He holds a masters degree from Brigham Young University and a doctorate from the University of Utah. He has published numerous articles on organizational change, leadership and dialogic problem solving.

Abstract:

The common wisdom for teams is “Fail early. Fail often. Fail forward.” But SAR and MRT teams cannot fail. “Practice does not make perfect,” says Hammond. “Real missions done right, and a culture of reliability are what make SAR teams win every game.” Hammond, who has been on over 200 search and rescue missions, brings his practical experience together with 30 years of organizational consulting and research. “It’s not an accident that a great search and rescue team can come into an “accident” and bring order and resolution. Teams that are highly reliable have a clear member supported mission and a learning culture. Every action in a mission or in training is a learning moment. Every member is expected to learn and teach.

This presentation includes an assessment instrument available to any MRT or SAR team leader and will consider the following:

- How highly reliable SAR teams are completely different from sports teams and work groups.
- How complex problems can only be solved with collective action.
- The eight characteristics of highly reliable teams.
- How to leverage stress and failure so that it becomes success.
- How reliable is your team?