

Pre-session Resources: Mission Critical Team Leader Training 2024

We encourage you to explore the resources below to familiarize yourself with key concepts. Information is sourced from recommended resources hosted open access on the MCTI website:

Resources: missioncti.com/resources | MCTI podcast: teamcast.missioncti.com

Mission Critical Team

Small, integrated teams that adapt and respond to complex, time-sensitive problems where failure can result in catastrophic loss. Many attendees at this event work with or on these teams.

Mission Critical Team Institute (MCTI)

[MCTI](#) is an applied research, training, and education institute that uses collaborative inquiry to improve the success, survivability, and sustainability of mission-critical teams worldwide.

Collaborative Inquiry and Applied Research

Collaborative inquiry combines the expertise of the facilitators and participants, allowing the facilitators to engage in learning (and research) with participants. Applied research focuses on practical (rather than theoretical) outcomes. [MCTI uses these approaches](#) to participate *in* research and learning *with*, not *on*, the people who will use the outcomes.

Residue | MCTI podcast: [Residue and the Hard Path](#) | [Residue White Paper](#)

What experiences and memories leave behind. If unprocessed, residue can build up and harden, leaving pain and sorrow. If this residue is processed, and if we can make meaning from it, it can become fuel for wisdom and joy.

Intact Teams vs. Swarms | MCTI podcast: [Swarms and Routine vs. Critical Communications](#)

Intact teams work, practice, and perform together, forming a deep understanding of each other. Swarms come together to rapidly execute a mission, then quickly disperse to join another team. Each has different functions and best practices for supporting communication and cohesion.

Routine vs. Critical Communication | [Academic paper](#)

Routine communication is conversational and used in predictable everyday situations. Critical communication is brief and direct, used in high-pressure situations requiring urgent action. A lack of understanding of the context for which style is being used can cause friction in teams.

Tacit Knowledge and Navigating Uncertainty | [Podcast](#) | [White Paper](#)

Knowledge difficult to transfer by writing or verbalizing it, such as bike riding. Mission-critical teams rely on communicating and teaching tacit knowledge for success, but this can be challenging without the right tools, especially in time-constrained, high-pressure situations.

Learning Event Review Process (DR5) | [DR5 Learning Diagnostic for Mission Critical Events](#)

A learning diagnostic tool for teaching tacit knowledge. Used to analyze and improve performance by breaking down complex skills into key areas: Detection, Recognition, Reaction, Response, Reset, and Reflection.

After-Action Reviews (AARs) | [A Better Approach to After-Action Reviews](#)

A tool for reviewing an event to identify 1) what was expected to happen, 2) what actually happened, 3) why it happened, and 4) how to improve future performance.