

Covid19 – The use of 10,000 volts debriefing and Hydra Presence

A discussion paper from Prof. Crego MBE creator of Hydra and 10,000 volt debriefing methodologies, 30th March 2020

This paper describes two new approaches to the delivery of 10,000 volt debriefing and Hydra. It addresses two questions and introduces two new methodologies. Firstly, a brief introduction to the two existing methodologies.

Hydra

Hydra methodology involves bringing groups (typically 16 students) to a Hydra suite to engage in a critical incident decision making exercise. The exercises delivered are tailored to meet the operational context, it is not generic training and is built ground-up from an evidence base of training needs. Students engage in syndicate sessions in separate rooms, are presented with real-time real-life strategic and practical problems and are free to manage the incidents in any way they wish. Students are presented with information in a format that resembles their world: They receive briefings and updates in the form of video that replicates personal updates or audio inputs that replicate phone calls or radio messages. They will also be sent documents such as emails, policy documents and manuals, and witness statements, etc. They can also use the system to ask for further information, to clarify information, and to list actions and decisions in their decision logs.

From time to time, the students assemble in a large classroom called the plenary room. Here they are asked to defend their decision making evidenced by their written decision logs, made by them during their time in the syndicate rooms. Their decisions often generate different outcomes and through engaging facilitation, a learning discussion, managed by the accredited Hydra Facilitator takes place. The facilitator teases out nuances and differences, providing a safe non-assessed environment where students learn through their own high fidelity experience, from the facilitator and from each other. Hydra methodology has been evolving for 30 years and is the de-facto decision and leadership training solution for over 80 international centres in Emergency Services, with 6 Universities delivering post and undergraduate programmes with the tools. For more information please see www.hydrafoundation.org Hydra is provided to the UK Police and Fire Services **at no charge**

10,000 volts Debriefing

10,000 Volts is a technology assisted debriefing tool which uses networked computers, iPads and smartphone technologies to capture text input from an unlimited number of anonymous sources simultaneously. The data is immediately visible to all users as it enters the system, although it remains non-attributable to the source. The anonymity of the system reduces inhibition and encourages users to express the emotional element of their reasoning and decision making processes, therefore increasing the prospect of collecting data which is both holistic and candid. Each session is facilitated to focus the group to the parameters and scope of the incident being explored. 10,000 volt debriefing has been used in over 400 operational debriefing sessions, including sensitive areas such as security at LAX USA as part of a Blue Ribbon Panel submission of evidence, major incident reviews including the London Bombings where it was used during the attacks to communicate with all 32 London Borough Police Commanders to engage, brief and debrief. It has also been extensively used for multi-agency management of critical incidents, including working with Social Care, Policing, Health and Education, looking at child abuse, domestic violence and vulnerable adults. Its integrity is unassailable, it is trusted and a very powerful fast track tool capturing the essence of the factors of significant events.

Tackling real-time real-world problems

Building on the integrity of both Hydra and 10,000 volts debriefing methodologies the Hydra Foundation has been working on tackling two emerging and immediately current problems. These can be summarised in the following two questions:

Question 1 – How do we enable emergency personnel engaged in managing crisis with immersive briefing, debriefing and cross-agency communication tools that are usable, timely and relevant without the requirement for participants to travel or be co-located?

Question 2 – How do we enable emergency personnel engaged in managing crisis to have access to single and cross-agency tools and training that are timely and relevant without the requirement for participants to travel or be co-located?

10,000 volts debriefing – Remote – Answering Question 1

These two questions have a common theme and especially in the current covid19 crisis, where co-location of relevant staff is either difficult or impossible. A new method of working needs to be



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- (4) Institutionalised thinking
- (8) Risk averse
- (8) Courage
- (4) Control of the investigation
- (3) Persistent leadership
- (5) Regulation of industries
- (1) Thorough and detailed regulation of the industries in which MSHT thrives will impact on its ability to spread. Also regulation of companies that should be compliant under the MSA 2015 will further expose the crime. Finally see regulation as a means of

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Thorough and detailed regulation of the industries in which MSHT thrives will impact on its ability to spread. Also regulation of companies that should be compliant

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created. Traditionally 10,000 volts debriefing required the participants to be in a large room, seated at tables and have access to one iPad per participant. Recently a new version of the software was modified to operate on smartphone technologies still with the requirement to attend a debriefing event. Facilitation of this event is necessary. A new approach called 10kv – Remote has been developed. There is no requirement for participants to travel to the debriefing venue. Facilitation is achieved by the debrief leader appearing in a video window on all participants devices, enabling him or her to direct the flow of the debrief, directly through the screens of the participants devices. All participants will see and hear the facilitator and respond using the 10,000 volts system. There is no requirement for any apps to be installed on the phones, as the software is presented through the phone's existing web browser.

Smartphone use of 10,000 volts debriefing - no app required, operates with normal smartphone browser. (This is a screenshot from a Human Slavery debrief)

Question 2

In addition to this debriefing and briefing capability this paper also sets out to answer the wider de-centralised non co-located requirements of emergency response, with novel VR methodologies that have evolved from Hydra thinking and development over the last 30 years. Before the reader continues let me be clear, my description of Virtual reality is the wearing of a headset that provides human interaction, replicates the existing Hydra methodologies and is **NOT** the simulation of tactical management at the operational level using computer models and simulations of tactical events. I am describing the opportunity to immerse operational staff and strategic managers in a human space, whilst being in **different geographical places**. A space where they will engage with other humans, have real discussions in real time with humans, argue, challenge and support each other, just as they would in a Hydra environment, without moving from their offices, their homes or their places of work. I have called the new approach.

Hydra Presence

Being **there** whilst remaining **here**

Traditional Hydra requires the students to be co-located attending a fixed Hydra suite. In contrast, Hydra Presence provides a sophisticated learning environment, away from the workplace or training establishments. This new design is built upon well tested and adopted Hydra methodologies. In Hydra Presence, students are immersed entirely in a virtual world where they have access to PowerPoint presentations, videos and all supporting documentation including policy. This new approach also allows for short Hydra sessions to take place.

With these new methods, students collectively enter a virtual space that can represent a classroom, a briefing room or a Hydra simulation centre. These new technologies have been under development for the past 18 months and are now ready for deployment. The Hydra Foundation will supply headsets in packs of 20 for immediate use. This obviates the need to call students together in a physical space and provides total immersion, group engagement and learning. The system uses the identical secure servers supporting the existing Hydra Centres worldwide.

Hydra – an immersive simulator installed in 80 locations globally in Law Enforcement, The Fire Service, Social Services, Health, Education, Universities. Hydra methodology has been evolving for 30 years is the de facto standard for decision making in emergency response, Home Office departments such as Border Force, Immigration Enforcement, Fire Service, National Crime Agency and College of Policing. International centres include; Homeland Security USA (significantly their emergency management Federal exercise in decision making, responding to a simulated Pandemic, was the first exercise for the Federal Government), Republic of Ireland with two centres supporting Police and Fire Services. Los Angeles Police Department, Danish Police Investigation.

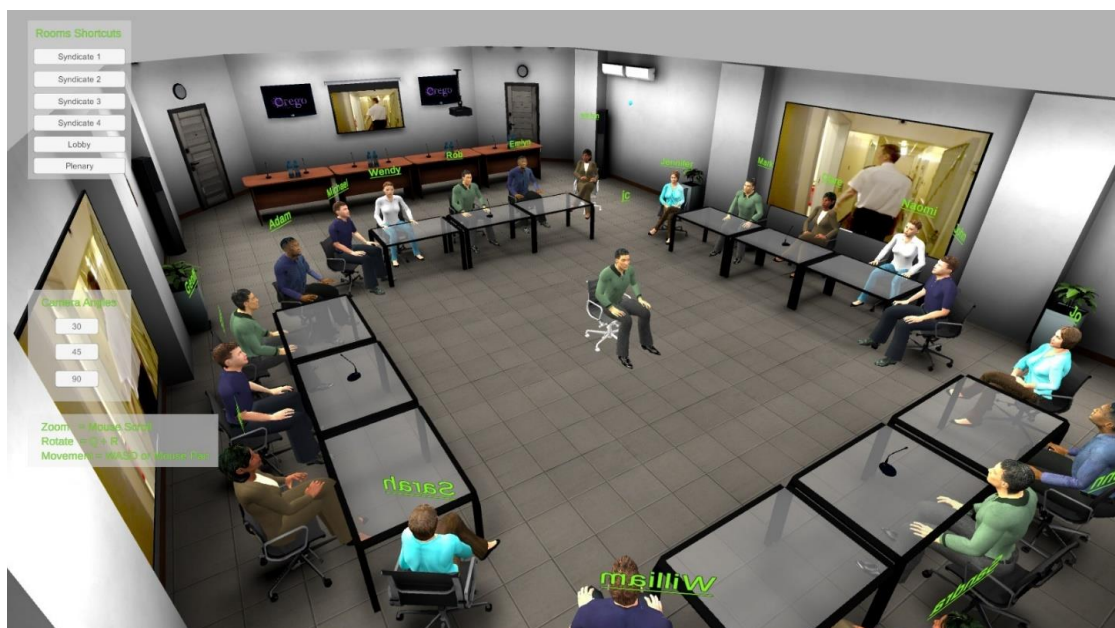
Hydra Presence – Classroom

In the Virtual Classroom method, once students put on the headsets, they find themselves assembled together in a classroom. The teaching led by an instructor engages with them directly, immediately and dynamically. All are able to see the PowerPoint presentation screen controlled by the instructor. They can ask questions of the instructor using normal speech, they just talk. In addition, students can talk to each other as they engage in the event, **without having to attend a training centre**.

When ‘attending’ these Hydra-Presence events, students firstly choose their appropriate avatar, from a library. Avatar types include, gender, cultural and age appropriate representations. The lifelike avatars are animated, breathe, and when speaking, present accurate mouth and face articulation, this ensures that interactions are natural and engaging.



If the instructor wishes to engage the students in group activity, they are transported in smaller syndicate groups to virtual syndicate rooms, where they can review the training material, discuss its relevance to their operational environment and consider its impact. At the end of this session, they are transported back to the virtual classroom to discuss their deliberations and these feedback sessions are managed by the instructor, as they would in the real world.





Observation of a syndicate work in the syndicate room



Participant view in syndicate

The Hydra Foundation have a long and established partnership with all emergency services. We have designed and delivered non-generic, specific Hydra exercises for HOs, SOs and Senior Managers in critical incident management, receiving overwhelmingly positive feedback from all who attended.

Methodology

Hydra methodology involves bringing groups (typically 16 students) to a Hydra suite to engage in a critical incident decision making exercise. The exercises delivered to BF (and this applies to all centres and clients) is tailored to meet the business context, is not generic training and is built ground-up from an evidence base of training needs. Students engage in syndicate sessions in separate rooms, are presented with real-time real-life strategic and practical problems and are free to manage the incidents in any way they wish. From time to time, the students assemble in a large classroom called the plenary room. Here they are asked to defend their decision making through the creation of written decision logs, made by them during their time in the syndicate rooms. Their decisions often generate different outcomes and through engaging facilitation, a learning discussion, managed by the accredited Hydra Facilitator takes place. The facilitator teases out nuances and differences, providing a safe non-assessed environment where students learn through their own high fidelity experience, from the facilitator and from each other.

Hydra requires the students to be co-located attending a fixed Hydra suite. Hydra Presence provides a sophisticated learning environment, away from the workplace and is built on the principles, designs and methodologies of Hydra, a trusted and successful methodology for critical incident management.



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