



Audio Recording # 7 Answer Sheet

1. Which situation or personality traits are Jim and Nate demonstrating?
2. What effect does Jim and Nate's behavior have on the forward momentum of the incident resolution effort?
3. What tactic should the Incident Commander employ to address the behavior?
Engage – Deflect – Ignore
4. Explore and discuss alternative ways to address the behavior if the first tactic does not bring the desired result.