

## Most influential concept in human factors

**Christopher Wickens** – Compatibility, stimulus response compatibility, display compatibility, this whole idea of the congruence between an environment, between cognition and between action. I think it's been incredibly influential in terms of filtering out bad design from good design and products

**Nancy Cooke** - The one I picked was expertise or expert performance, its influential in areas ranging from training to design and now we're incorporating it into our team research, looking at team level expertise and it think its really been influential to me because I get to look at a lot of other things that people do and I find that fascinating.

**Gary Klein** – The one that I chose was Jim Reason's work on Swiss cheese model, I just. I find that fascinating the way he's able to take case studies and you know in depth research to understand errors and not only do the research but create such a compelling metaphor that all kinds of audiences, of non specialists (inaud) immediately get it and resonate to it and not only do they resonate to it, it really runs against our natural inclination to look for root causes and single causes for accidents and so it turns that on its head and talks about the various systems and where the breakdowns might be and that's a really tough sell and he has no trouble selling it because that metaphor is so powerful, so I think that's really an exemplar of what we ought to do but as a specific model I think its had tremendous influence.

**John Carroll** – I picked two concepts, first a situated action, the idea that our actions in complex environments are basically improvisations, of course they're based on a lot of knowledge but that they're really not planning in the classical sense that that was conceived of, and awareness, the way that the protocols we have for testing the world and testing our collaborators and our understanding and doing that continually. These two concepts are practically the entire content of work on collaborative systems it seems to me and I think its quite remarkable how they've just overtaken the intellectual discussion in those, those areas.

**Christopher Nemeth** – okay, thanks, other comments on the most influential concept that you'd like to add to the discussion. Yes sir,

**Audience Member 1** – possibly because of the ah, amount of activity and amount of attention that's being given to it, the idea of the utilization of games for training would seem to be an influential concept

**Christopher Nemeth** – use of games for training

**Audience Member 1** – yea

**Christopher Nemeth** – thank you, any resource you'd like to point people to to learn more about it?

**Audience Member 1** – ah, no, but I'll...there's another concept and that is age related memory  
(laughter)

**Christopher Nemeth** – understood. Thank you

**Audience Member 1** – Quite familiar with that concept, it applies to this situation

**Christopher Nemeth** – thanks, I see another hand in the back, yes please

**Audience Member 2** - I don't know if this is, the most influential within or outside of the human factors community, but as someone who works a lot with people outside the human factors community I'd say probably be simultaneously the most influential and

most misunderstood might be Miller's seven, magic number seven plus or minus two, which has been used by numbers of people saying you can only have four or less points on a power point slide, any number a ways where people have really restricted the amount of information that they present because people can't cope with any more than seven or eight

**Christopher Nemeth** – okay, so you'd like to point to George Miller's work on the limits of memory to be able to add that to the list of most influential concepts

**Audience Member 2** – yes,

**Christopher Nemeth** – thank you

**Audience Member 2** – it influenced more people

**Christopher Nemeth** – thank you.