

KAD PUBS

This document is a comprehensive compilation of the body of work that has been produced at Klein Associates Division by its research staff. In this document, you will find technical reports, articles contained in conference proceedings, working papers, workshops, journal articles, books, and book chapters.

The only way to search this document is to use the Find function. This is a very limited search function but may help you narrow your search. It can be found under Edit command, or by clicking the binocular icon.

Anastasi, D., Hutton, R., Thordsen, M., Klein, G., & Serfaty, D. (1997). Cognitive function modeling for capturing complexity in system design, *1997 IEEE International Conference on Systems, Man, and Cybernetics* (Vol. 1, pp. 221-226). Orlando, FL.

Armstrong, A., & Wiggins, S. L. (2003). *Damage control support: The design and transition of DC-TRAC* (Option Final Report for Contract No. N00178-00-C-3041 prepared for Naval Surface Warfare Center-Dahlgren Division, Dahlgren, VA). Fairborn, OH: Klein Associates Inc.

Battaglia, D. A. (2002). *Decision Skills Training: A program review and highlights of naval aviation, USAF, and coast guard aircrew training* (Technical Report, Purchase Order No. 01-1090FL, Coalescent Technologies, Inc.). Fairborn, OH: Klein Associates Inc.

Battaglia, D. A., Klinger, D. W., & Rall, E. (2002). *Developing a rapid situation awareness: Understanding the challenges faced by first responders to biological and chemical events* (Final Report No. F33615-02-M-6012 prepared for Air Force Research Laboratory/HECA, Wright-Patterson AFB, OH.). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADA408914, <http://www.dtic.mil>].

Battaglia, D. A., & Phillips, J. (2002). *Developing an adaptive leadership training system: A literature review on military leadership models and approaches to training* (Final Technical Report for Contract No. F33165-02-M-6020 submitted to Stottler Henke Associates, San Mateo, CA). Fairborn, OH: Klein Associates.

Baxter, H. C., Harris, D., & Phillips, J. K. (2004, December 6-9, 2004). *Sensemaking: A cognitive approach to training situation awareness*. Paper presented at the Interservice/Industry Training, Simulation, and Education Conference, Orlando, FL.

- Baxter, H. C., & Lunsford, J. R. (2005a). *Creating JFACC Aces: Utilizing cognitive requirements to develop effective training simulations*. Paper presented at the Interservice/Industry Training, Simulation, and Education Conference (I/ITSEC) 2005, Orlando, FL.
- Baxter, H. C., Phillips, J., Shafer, J., Klein, G., & Mosier, K. (2003). *MINDPRINT: Developing the soldiers and leaders of objective force and beyond* (Final Technical Report for Contract #DASW01-03-C-0017 U.S. Army Research Institute for the Behavioral and Social Sciences, Alexandria, VA). Fairborn, OH: Klein Associates Inc.
- Baxter, H. C., & Readinger, W. O. (2005b). *Capturing expertise in pricing* (Final report submitted to Enginetics). Fairborn, OH: Klein Associates.
- Baxter, H. C., Ross, K. G., Phillips, J. K., Shafer, J., & Fowlkes, J. E. (2004, December 6-9, 2004). *Framework for assessment of tactical decision-making simulations*. Paper presented at the Interservice/Industry Training, Simulation, and Education Conference, Orlando, FL.
- Baxter, H. C., Ross, W. A., Alvidrez, S. A., Long, W. G., Readinger, W. O., & Wei, S. (2005c). *Concept mapping of damage control operations: Preparation and acquisition of damage control expertise. Supporting the helo control officer (HCO): Enhance teamwork by integrating DC-TRAC into the DD(X) system design and training curriculum* (Final report prepared for Naval Surface Warfare Center - Dahlgren Division under contract number N00178-05-C-3041.). Fairborn, OH: Klein Associates.
- Baxter, H. C., Ross, W. A., & Ross, K. G. (2005d). *Transforming instructional design: Using a decision-centered approach* (Final report prepared for the U. S. Army under Contract DAAD19-01-C-0065, Subcontract 8005.050.01 for Micro Media and Design, Boulder, CO). Fairborn, OH: Klein Associates.
- Baxter, H. C., Schmitt, J., Holcomb, K., Phillips, J. K., & Harris, D. S. (2003). *Facilitation guide for technology-based situational awareness training* (Technical Report prepared under Subcontract PO #20878 (ISX) and Prime Contract DASW01-01-C-0036 (Army) for ISX Corporation). Fairborn, OH: Klein Associates Inc.
- Baxter, H. C., Stevens, L. M., & Koskey, J. (2006, submitted). *Discovering the invisible: Using tacit knowledge to develop agile and adaptive leaders*. Paper presented at the Interservice/Industry Training, Simulation & Education Conference (I/ITSEC), Orlando, FL.
- Beach, L. R., Chi, M., Klein, G., Smith, P., & Vicente, K. (1997). Naturalistic decision making and related research lines. In C. Zsombok & G. Klein (Eds.), *Naturalistic decision making* (pp. 29-36). Mahwah, NJ: Lawrence Erlbaum & Associates.
- Brezovic, C. P., Klein, G. A., & Thordsen, M. (1987). *Decision making in armored platoon command* (No. Contract MDA903-85-C-0327 for U.S. Army Research Institute, Alexandria, VA). Fairborn, OH: Klein Associates Inc. [also published as DTIC No.

ADA231775, <http://www.dtic.mil>].

- Brown, J., Kosnick, L., & Cox, D. A. (2007, Oct. 1-5). *Enhancing an application for dynamic management of system capacity using cognitive assessment indicators*. Paper presented at the Proceedings of the Human Factors and Ergonomics Society 51st Annual Meeting, Baltimore, MD.
- Calderwood, R. (1988, August). Fireground command decision making: A view from the outside. *Fire Command*, 34-40.
- Calderwood, R., Crandall, B. W., & Baynes, T. H. (1988). *Protocol analysis of expert/novice command decision making during simulated fire ground incidents* (Technical Report under Contract MDA903-85-C-0327 for the U.S. Army Research Institute, Alexandria, VA). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADA225666, <http://www.dtic.mil>].
- Calderwood, R., Crandall, B. W., & Klein, G. A. (1987). *Expert and novice fireground command decisions* (No. Final Report under contract MDA903-85-C-0327 for the U.S. Army Research Institute, Alexandria, VA). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADA234877].
- Calderwood, R., Klein, G. A., & Crandall, B. W. (1988). Time pressure, skill, and move quality in chess. *American Journal of Psychology*, 101, 481-493.
- Calderwood, R., & Thordsen, M. (1989). *An evaluation of a crisis decision exercise at the National Defense University using a group protocol methodology* (No. Contract MDA903-89-C-0077 for the U.S. Army Research Institute for the Behavioral and Social Sciences, Alexandria, VA). Fairborn: Klein Associates Inc.
- Chrenka, J. E., Hutton, R. J. B., Klinger, D. W., Miller, D., Anastasi, D., & Titus, P. (2001). *Cognitive function modeling: Capturing cognitive complexity for system designers*. Fairborn, OH: Klein Associates Inc. [also published as DTIC No. F2173019, <http://www.dtic.mil>].
- Chubb, J., Hutton, R. J. B., Malek, D. A., & Rall, E. (2002). *Information requirements study of the decision making/problem solving processes in support of safety oversight of FAR Part 121 air carriers* (Year-end report). Columbus, OH: Ohio State University.
- Cohen, M. S., Freeman, J., Wolf, S., & Militello, L. G. (1995). *Training metacognitive skills in Naval combat decision making* (No. Technical Report under contract N61339-92-C-0092 for the Naval Air Warfare Center, Training Systems Division, Orlando, FL.). Arlington, VA: Cognitive Technologies, Inc.
- Cox, D. A., & Fallon, C. K. (2008). *Manning recommendations for combat system of the future* (Final deliverable in support of Subcontract #200705, Contract No. N00024-07-C-4119

- (NAVSEA); "Combat System of the Future, SBIR PH II, submitted to ASSETT, Inc. (Mannassas, VA). Fairborn, OH: Klein Associates, A Division of Applied Research Associates.
- Cox, D. A., Hutton, R. J. B., & Crandall, B. W. (2007). *PJM Contingencies: Conceptual Model Deliverable #3* (Final Technical Report prepared under Purchase Order #4500012180). Fairborn, OH: Klein Associates, A Division of Applied Research Associates.
- Cox, D. A., & Long, W. (2005a). *Software Specification Document* (Report prepared under Contract No. N00178-04-C-1069 for Naval Surface Warfare Center-Dahlgren Division, Dahlgren, VA). Fairborn, OH: Klein Associates.
- Cox, D. A., Long, W., & Stevens, L. M. (2005). *Software Requirement Specification* (Report prepared under Contract No. N00178-04-C-1069 for Naval Surface Warfare Center-Dahlgren Division, Dahlgren, VA). Fairborn, OH: Klein Associates.
- Cox, D. A., & Long, W. G. (2005b). *Cognitive Metrics Phase II SBIR Interim Report* (Interim Technical Report prepared for Naval Surface Warfare Center under Contract #N00178-04-C-1069). Fairborn, OH: Klein Associates.
- Cox, D. A., Long, W. G., & Stevens, L. M. (2006). *An approach to the life cycle evaluation of cognitive performance impact* (Draft Final Report prepared under Contract No. N00178-04-C-1069, SBIR Topic N03-060 and submitted to Naval Surface Warfare Center, Naval Sea Systems Command). Fairborn, OH: Klein Associates Division, Applied Research Associates.
- Cox, D. A., Long, W. G., Wiggins, S. L., Miller, T. E., & Stevens, L. M. (2006). *Cognitive evaluation of NWS FSI prototype. Constraints on the cognitive performance of the warning weather forecaster* (Evaluation Report prepared under Contract N0178-04-C-1069 for the National Weather Service in Norman, OK). Fairborn, OH: Klein Associates Division, Applied Research Associates.
- Cox, D. A., Ross, K. G., & Ross, W. A. (2005, June 13-16, 2005). *Lightweight synthetic task environments for C2 research*. Paper presented at the 10th International Command and Control Research and technology Symposium, McLean, VA.
- Cox, D. A., Ross, W. A., Ross, K. G., & Smith, J. L. (2004). *Applying synthetic task environments to force transformation* (Year Four Final Report (#04TA1-SP3-RT4) prepared for Micro Analysis and Design under Prime Contract DAAD19-01-2-0009). Fairborn, OH: Klein Associates.
- Crandall, B. (1989). A comparative study of think-aloud and critical decision knowledge elicitation methods. *ACM SIGART*, 108, 144-146.
- Crandall, B., & Calderwood, R. (1989). *Clinical assessment skills of experienced neonatal*

- intensive care nurses* (No. Contract 1 R43 NR0191101 for The National Center for Nursing, NIH). Fairborn, OH: Klein Associates Inc.
- Crandall, B., & Gamblian, V. (1991). Guide to early sepsis assessment in the NICU. Instruction manual prepared for the Ohio Department of Development under the Ohio SBIR Bridge Grant program. Fairborn, OH: Klein Associates Inc.
- Crandall, B., & Getchell-Reiter, K. (1993). Critical decision method: A technique for eliciting concrete assessment indicators from the "intuition" of NICU nurses. *Advances in Nursing Sciences*, 16(1), 42-51.
- Crandall, B., Klein, G., Militello, L., & Wolf, S. (1994). *Tools for applied cognitive task analysis. Technical Report prepared under Contract No. N66001-94-C-7008 for the Naval Personnel Research and Development Center, San Diego, CA* (Technical Report prepared Contract No. N66001-94-C-7008 for the Naval Personnel Research and Development Center, San Diego, CA). Fairborn, OH: Klein Associates Inc.
- Crandall, B., & Klein, G. A. (1988). *Key components of MIS performance* (No. Proprietary research report prepared for commercial client). Fairborn, OH: Klein Associates Inc.
- Crandall, B., & Klein, G. A. (1989). *Organizational expertise at WRDC: A roadmap to survival and success* (No. Final Report under contract F33615-88-C-1707 for the Wright Research and Development Center, Wright Patterson AFB, OH.). Fairborn, OH: Klein Associates Inc.
- Crandall, B., McCloskey, M., Adams, C., & Klein, G. (1996). *Problem solving in mediation: A cognitive study* (No. Contract DMI-9561347 for The National Science Foundation). Fairborn, OH: Klein Associates Inc.
- Crandall, B., McDermott, P., & Armstrong, A. (1999). *CARS pilot study: Leverage points for performance improvement* (No. Proprietary research report prepared for commercial client). Fairborn, OH: Klein Associates Inc.
- Crandall, B., McDermott, P., & Militello, L. (1998). *Assessment Strategies of Cytotechnologists* (No. Proprietary research report prepared for commercial client). Fairborn, OH: Klein Associates Inc.
- Crandall, B., Pliske, R. M., & Zsombok, C. E. (1999). *On-the-Job training: A review of the literature* (Interim Technical Report prepared for Naval Air Warfare Center Training Systems Division, Orlando, FL No. Contract No. N61339-98-C-0026). Fairborn, OH: Klein Associates.
- Crandall, B., & Wears, R. L. (2008). Expanding perspectives on misdiagnosis. *The American Journal of Medicine*, 121(5A), 530-533.

- Crandall, B. W. (2008a). What can we learn from Cognitive Task Analysis. *ARA Technology Review*, 4(May).
- Crandall, B. W. (2008b). What can we learn from Cognitive Task Analysis? *ARA Technology Review*, 4(1), 11-16.
- Crandall, B. W., & Hutton, R. J. B. (2008). *Load forecasting expertise at PJM* (Final Report prepared under P.O. #4500012299). Fairborn, OH: Klein Associates, A Division of Applied Research Associates.
- Crandall, B. W., Kyne, M., Militello, L., & Klein, G. A. (1992). *Describing expertise in one-on-one instruction* (Contract MDA903-91-C-0058 for U. S. Army Research Institute, Alexandria, VA). Fairborn, OH: Klein Associates Inc.
- Crandall, B. W., Zsombok, C. E., & Pliske, R. (1997). *Sharing job-specific expertise via on-the-job training: A review of the literature and recommendations for future research* (No. Contract N61339-97-M-0888 for the Naval Air Warfare Center TSD). Fairborn, OH: Klein Associates Inc.
- Cream, B. W., Eggemeier, F. T., & Klein, G. A. (1978). A strategy for the development of training devices. *Human Factors*, 20, 145-158.
- Dent-Read, C. H., Klein, G., & Eggleston, R. (1994). Metaphor in visual displays designed to guide action. *Metaphors and Symbolic Activity*, 9(3), 211-232.
- Dent, K., Klein, G. A., & Eggleston, R. (1987). *Metaphoric displays for dynamic tasks* (No. Final Report under contract F33615-86-C-0544 for the Air Force Aeronautical Systems Division, Wright-Patterson AFB, OH.). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADA196203, <http://www.dtic.mil>].
- Domeshek, E. A., Holman, E., & Ross, K. G. (2002). *Automated socratic tutors for high-level command skills (produced under Contract No. DASW01-01-C-0039, with the U. S. Army Research Institute for the Behavioral and Social Sciences)*. Paper presented at the Interservice/Industry Training, Simulation & Education Conference, Orlando, FL.
- Dominguez, C. O., Cox, D. A., & Wei, S. (2005). Helping analysts deal with data overload: Profiling profilers. In *Human Factors and Ergonomics Society 49th Annual Meeting* (pp. 908-912). Orlando, FL.
- Dominguez, C. O., Long, W. G., Miller, T. E., & Wiggins, S. L. (2006). Design directions for support of submarine commanding officer decision making, *Undersea HSI Symposium*. Mystic, CT.
- Hahn, B. B., Harris, D. S., & Klein, H. A. (2002). *Exploring the impact of cultural differences on multinational operations* (Final Report under Prime Contract #DAAD19-01-C-0065,

Subcontract No. 8005 004.02 for U.S. Army Research Laboratory). Fairborn, OH: Klein Associates.

Hahn, B. B., Rall, E., & Klinger, D. W. (2002). *Cognitive task analysis of the warning forecaster task* (Final Report for National Weather Service, Office of Climate, Water, and Weather Service, Order No. RA1330-02-SE-0280). Fairborn, OH: Klein Associates Inc.

Hahn, B. B., Rall, E., & Klinger, D. W. (in press). Cognitive task analysis of the warning forecaster's task: Implications for intelligent technologies. *IEEE Transactions on Systems, Man, and Cybernetics*.

Harris-Thompson, D., Dominguez, C. O., Brown, J. P., Crandall, B. W., Cox, D. A., McHugh, A. P., Wiggins, S. L., & Miller, T. E. (2006a). *Initial knowledge capture and design for the PJM Control Room* (Final Report prepared under P.O. #4500010638 for PJM Interconnection, LLC in Norristown, PA). Fairborn, OH: Klein Associates Division, Applied Research Associates.

Harris-Thompson, D., Long, W. G., O'Dea, A., Gabbard, S. R., & Sestokas, J. M. (2007). *Center for operator performance pilot study: The nature of expertise in the control of continuous processes* (Final Report submitted to Center for Operator Performance c/o Beville Engineering, Inc., Dayton, OH). Fairborn, OH: Klein Associates Division, Applied Research Associates.

Harris-Thompson, D., Malek, D. A., Wiggins, S. L., & Klein, G. (2008). *Low fidelity, high impact: Using decision making exercises to build expertise in the process control industry* (Final Report prepared under PO #PSN 06729 for Center for Operator Performance, c/o Beville Engineering). Fairborn, OH: Klein Associates, A Division of Applied Research Associates, Inc.

Harris-Thompson, D., Mills, J. A., Ross, K. G., Peluso, D. A., Baxter, H. C., McCloskey, M., & Palmer, A. (2004). *eMAGINE: electronic Medium for Authoring and Generating Instructional Exercises* (Final Technical Report under Contract No. N61339-02-C-0157 for NAVAIR-ORLANDO TSD). Fairborn, OH: Klein Associates.

Harris-Thompson, D., Smith, J., Shafer, J., & Sieck, W. (2005). *Law enforcement across cultures: How culture impacts the use of non-lethal weapons* (Final Report prepared under Contract Number FA8650-04-M-6517 for the Air Force Research Laboratory). Fairborn, OH: Klein Associates.

Harris-Thompson, D., & Wiggins, S. L. (2006b). *Using cognitive task analysis to develop scenario-based training for house-clearing teams* (Final Report prepared under Contract #W7711-057971/001/TOR and submitted to Human Systems Engineering Group, Defence Research & Development Canada--Toronto). Fairborn, OH: Klein Associates, A Division of Applied Research Associates.

- Harris, D., Malek, D. A., Ross, K. G., & Thordsen, M. L. (2002). *Developing a scenario-based training pedagogy for distributed teams* (Final Report for Contract #F33615-02-M-6011 prepared for the Air Force Research Laboratory, Mesa, AZ). Fairborn, OH: Klein Associates Inc.[also published as DTIC No. ADB288898, <http://www.dtic.mil>].
- Hoffman, R. R., Crandall, B. W., & Shadbolt, N. R. (1998). Use of the critical decision method to elicit expert knowledge: A case study in cognitive task analysis methodology. *Human Factors*, 40(2), 254-276.
- Hoffman, R. R., Feltovich, P. J., Ford, K. M., Woods, D. D., Klein, G., & Feltovich, A. (2002). A rose by any other name. would probably be given an acronym. *IEEE Intelligent Systems*, 17(4), 72-80.
- Hoffman, R. R., Roesler, A., & Moon, B. M. (2004). What is design in the context of human-centered computing? *IEEE Computer Society*, 89-95.
- Hoffman, R. R., Shadbolt, N. R., Burton, A. M., & Klein, G. (1995). Eliciting knowledge from experts: A methodological analysis. *Organizational Behavior and Human Decision Processes*, 62(2), 129-158.
- Hutton, R. J. B. (2005). *Some observations on shared understanding in joint military operations at CGSC joint advanced warfighting seminar* (Final Technical Report prepared for U.S. Army Research Laboratory under Contract DAAD19-01-C-0065, Subcontract 8005-038.01). Fairborn, Ohio: Klein Associates.
- Hutton, R. J. B. (2007). *Supporting weather forecasting expertise: A human factors workshop with a cognitive spin* (Final Summary Report prepared under Contract #KA3151-06-9953 and submitted to Environment Canada, Montreal, Quebec, Canada). Fairborn, OH: Klein Associates, A Division of Applied Research Associates.
- Hutton, R. J. B. (2008). *Developing an in-house cognitive systems engineering capability for the DSO Human Factors Laboratory* (Final Report prepared under DSTA Purchase Order: POD 063413613 (SoW A) for the Defence Science & Technology Agency, Human Factors Laboratory, DSDO National Laboratories, Singapore). Fairborn, OH: Klein Associates, A Division of Applied Research Associates.
- Hutton, R. J. B., Anastasi, D., Thordsen, M. L., Copeland, R. R., Klein, G., & Serfaty, D. (1997a). *Cognitive function model: Providing design engineers with a model of skilled human decision making*. Contract No. N00178-97-C-3019 for the Naval Surface Warfare Center, Dahlgren, VA (No. Contract No. N00178-97-C-3019 for the Naval Surface Warfare Center, Dahlgren, VA). Fairborn, OH: Klein Associates Inc.
- Hutton, R. J. B., & Klein, G. (1996). *Corporate memory: Lessons learned from innovative human factors researchers*. Paper presented at the Human Factors and Ergonomics Society 40th

Annual Meeting, Pittsburgh, PA.

Hutton, R. J. B., & Klein, G. (1999). Expert decision making. *Systems Engineering*, 2(1), 32-45.

Hutton, R. J. B., Klinger, D. W., & Crandall, B. (2003). *The CognimeterSM: A screening tool for CTA*. Fairborn, OH: Klein Associates Inc.

Hutton, R. J. B., & Militello, L. G. (1996). Applied cognitive task analysis (ACTA): A practitioner's window into skilled decision making. In D. Harris (Ed.), *Engineering psychology and cognitive ergonomics: Job design and product design* (Vol. 2, pp. 17-23). Aldershot, UK: Ashgate.

Hutton, R. J. B., Militello, L. G., & Miller, T. E. (1997b). Applied cognitive task analysis (ACTA) instructional software: A practitioner's window into skilled decision making. *Proceedings of the Human Factors and Ergonomics Society 41st Annual Meeting*, 2, 896.

Hutton, R. J. B., Miller, T. E., & Chrenka, J. E. (2000). *Barriers and opportunities: Case studies approach to understanding function allocation in the design of complex systems* (Final Report under Contract #N61339-97-C-0066 for the Naval Air Warfare Center Training System Division; Subcontract #0003 for Aptima, Inc.). Fairborn, OH: Klein Associates Inc.

Hutton, R. J. B., Miller, T. E., & Thordsen, M. L. (2003a). Decision-centered design: Leveraging cognitive task analysis in design. In E. Hollnagel (Ed.), *Handbook of cognitive task design* (pp. 383-416). Mahwah, NJ: Lawrence Erlbaum & Associates.

Hutton, R. J. B., Miller, T. E., & Thordsen, M. L. (2003b). Decision centered design: Leveraging CTA in design. In E. Hollnagel (Ed.), *Handbook of cognitive task design* (pp. 383-416). Mahwah, NJ: Lawrence Erlbaum & Associates, Inc.

Hutton, R. J. B., Olszewski, R., Thordsen, M. L., & Kaempf, G. L. (1997c). *En route air traffic controller decision making model and decision maker vulnerabilities* (Report prepared for NYMA Inc. No. under FAA Contract No. DTFA01-94-Y-01078). Fairborn, OH: Klein Associates Inc.

Hutton, R. J. B., Pliske, R. M., Klein, G., Klinger, D. W., Militello, L. G., & Miller, T. E. (1998). *Cognitive engineering implications for information dominance*. (No. Technical Report #AL/CF-TR-1997-0172). Wright-Patterson AFB, OH: Armstrong Laboratory [also published as DTIC No. ADB234698, <http://www.dtic.mil>].

Hutton, R. J. B., Stanard, T., & Uehara, M. A. (2003a, August). *Decision-centered design-- Leveraging cognitive task analysis in design: Principles in progress*. Paper presented at the International Ergonomics Association Annual Meeting, Seoul, Korea.

Hutton, R. J. B., Stanard, T., & Uehara, M. A. (2003b). Principles of decision-centered design:

Work in progress. In *Paper submitted to the XVth Triennial Congress of the International Ergonomics Association, Seoul, Korea.*

Hutton, R. J. B., Thordsen, M., Militello, L., & Heaton, J. (1995). *Cognitive task analysis of drivers and traffic management personnel: Implications for human factors guidelines for advanced traveler information systems* (No. Contract FHWA DTFH61-95-C-00017 for COMSIS Corporation). Fairborn, OH: Klein Associates Inc.

Hutton, R. J. B., Thordsen, M., & Mogford, R. (1997d). En route air traffic controller decision making and errors: An application of the Recognition-Primed Decision model to error analysis, *Proceedings of Ninth International Symposium on Aviation Psychology* (pp. 721-726). Columbus, OH: Ohio State University.

Hutton, R. J. B., Warwick, W., Stanard, T., McDermott, P. L., & McIlwaine, S. (2001). Computational model of recognition-primed decisions (RPD): Improving realism in computer-generated forces (CGF). *Proceedings of the Human Factors and Ergonomics Society 45th Annual Meeting*, 1833-1837.

Hutton, R. J. B., Warwick, W., Stanard, T., & McIlwaine, S. (2003). Computationally modeling recognition-primed decisions: Conceptual insights [Poster for NDM6]. Fairborn, OH: Klein Associates Inc.

John, P. G., Klein, G. A., & Taynor, J. (1986, October). Comparison-based prediction for front-end analysis. *Proceedings of the Human Factors and Ergonomics Society 30th Annual Meeting, 1*, 149-153.

John, P. G., Strobhar, D. A., & Klein, G. A. (1986). *Structuring expert judgment in survivability/vulnerability analysis* (No. Contract AFWL-TN-86-07 for the Air Force Weapons Laboratory, Kirtland AFB). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADA171140, <http://www.dtic.mil>].

Kaempf, G., Klinger, D., & Wolf, S. (1994). *Development of decision-centered interventions for airport security checkpoints. Contract DTRS-57-93-C-00129 for the U.S. Department of Transportation* (No. Contract DTRS-57-93-C-00129 for the U.S. Department of Transportation). Fairborn, OH: Klein Associates Inc.

Kaempf, G., Klinger, D., Wolf, S., & Lofaro, R. (1995). Using cognitive task analysis to support training development. In R. S. Jensen & L. A. Rakovan (Eds.), *Proceedings of the Eighth International Symposium on Aviation Psychology* (Vol. 2, pp. 1172-1176). Columbus, OH: The Ohio State University.

Kaempf, G. L. (1992). Decision making in emergencies. In? (Ed.), *First Offshore Installation Management Conference, Emergency Command Responsibilities* (pp. 61-78). Aberdeen, UK: The Robert Gordon University.

- Kaempf, G. L., & Klein, G. (Writer) (1993). Cognitive task analysis: Applications for aircrew training, *Presentation for the 22nd Technical Conference of Human Factors in Aviation (IATA)*. Fairborn, OH: Klein Associates Inc.
- Kaempf, G. L., & Klein, G. (1994). Aeronautical decision making. In N. Johnston, N. McDonald & R. Fuller (Eds.), *Aviation psychology in practice: The next generation* (pp. 223-254). Aldershot, England: Avebury Press.
- Kaempf, G. L., Klein, G., Thordsen, M. L., & Wolf, S. (1996). Decision making in complex command-and-control environments. *Human Factors*, 38, 220-231.
- Kaempf, G. L., Klein, G. A., & Thordsen, M. L. (1991). *Applying recognition-primed decision making to man-machine interface design* (No. Contract NAS2-13359 for NASA-Ames Research Center, Moffett Field, CA). Fairborn, OH: Klein Associates Inc.
- Kaempf, G. L., & Klinger, D. W. (1992). *Integrated measurements of crew resource management and technical flying skills* (No. Contract DTRS-57-98-D-0086 for Department of Transportation FAA). Fairborn, OH: Klein Associates Inc.
- Kaempf, G. L., Klinger, D. W., & Hutton, R. J. B. (1996). *Performance measurement for airport security personnel* (No. Technical Report under Purchase Order 12680F for Embry-Riddle Aeronautical University, Center for Aviation/Aerospace Research, Daytona Beach, FL.). Fairborn, OH: Klein Associates Inc.
- Kaempf, G. L., & Militello, L. (1993). Expert decision making under stress. In *Eighth Users' Stress Workshop* (pp. 72-76). San Antonio, TX: U.S. Army Health Care Studies and Clinical Investigation.
- Kaempf, G. L., & Militello, L. G. (1992). The problems of decision-making in emergencies. *Fire International*, 135, 38-39.
- Kaempf, G. L., & Miller, T. E. (1993). *Decision requirements for the design of human-computer interfaces*. Paper presented at the Proceedings of the 10th Annual JDL Conference on Command and Control Decision Aids, Washington, D.C.
- Kaempf, G. L., & Orasanu, J. (1997). Current and future applications of naturalistic decision making in aviation. In C. Zsombok & G. Klein (Eds.), *Naturalistic decision making* (pp. 81-90). Mahwah, NJ: Lawrence Erlbaum & Associates.
- Kaempf, G. L., Thordsen, M. L., & Klein, G. A. (1991). *Application of an expertise-centered taxonomy to training decisions* (No. Contract MDA903-C-91-0050 for the U.S. Army Research Institute). Fairborn, OH: Klein Associates Inc.
- Kaempf, G. L., Thordsen, M. L., McCloskey, M., & Johnson, I. (1995). *Situational filters for battle command information displays* (No. Technical Report under Contract DAAL01-95-

- C-0041 for the U.S. Army Research Laboratory, Ft. Huachuca, AZ). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADB246498, <http://www.dtic.mil>].
- Kaempf, G. L., Wolf, S., & Thordsen, M. L. (1993). Decision making in the AEGIS combat information center, *Proceedings of the Human Factors and Ergonomics Society 37th Annual Meeting*. (Vol. 2, pp. 1107-1111). Santa Monica, CA: Human Factors and Ergonomic Society.
- Kaempf, G. L., Wolf, S., Thordsen, M. L., & Klein, G. (1992). *Decision making in the AEGIS combat information center* (No. Contract N66001-90-C-6023 for the Naval Command, Control and Ocean Surveillance Center). Fairborn, OH: Klein Associates Inc.
- King, J. A., Klein, G. A., Whitaker, L. A., & Wiggins, S. (1988). Application of case-based reasoning: SURVER III. *Fourth Annual AAAI Conference Proceedings*, 2, 257-264.
- Klein Associates Inc. (1999a). *Decision skills training: Instructor guide* (Prepared under Contract #N00178-97-D-1043 for the Marine Corps Warfighting Laboratory). Fairborn, Ohio: Klein Associates Inc.
- Klein Associates Inc. (1999b). *Decision skills training: Student guide* (Prepared under Contract #N00178-97-D-1043 for the Marine Corps Warfighting Laboratory). Fairborn, OH: Klein Associates Inc.
- Klein Associates Inc. (2003). *Software requirements specification and interface control document superLog visualizer* (Draft Final Report prepared for Air Force Research Laboratory, Rome AFB, NY, under contract F30602-01-C-0051). Fairborn, OH: Klein Associates Inc.
- Klein Associates Inc. (2005). *User's guide for the tactical thinking behaviorally anchored rating scales* (User's guide prepared under Contract No. W74V8H-04-C-0018 for US Army Research Institute). Fairborn, OH: Klein Associates.
- Klein, G. (1984). *Analogical decision making* (Technical, Managerial, and Cost Proposal prepared for ARI, Alexandria, VA). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADA178836, <http://www.dtic.mil>].
- Klein, G. (1992a). *Decision making in complex military environments* (No. Contract N66001-90-C-6023 for the Naval Command, Control and Ocean Surveillance Center). Fairborn, OH: Klein Associates Inc.
- Klein, G. (1992b). *Errors in naturalistic decision making* (No. Contracts MDA903-89-C-0032 for the U.S. Army Research Institute and N66001-90-C-6023 for the Naval Command, Control and Ocean Surveillance Center). Fairborn, OH: Klein Associates Inc.
- Klein, G. (1992c). *A script for the commander's intent statement* (Contracts MDA903-89-C- 0032 and MDA903-92-C-0098 for the U.S. Army Research Institute for the Behavioral and

Social Sciences). Fairborn, OH: Klein Associates Inc.

- Klein, G. (1993a). *Naturalistic decision making: Implications for design*. *CSERIAC Gateway*, 4(3), 15.
- Klein, G. (1993b). Sources of error in naturalistic decision making tasks. *Proceedings of the Human Factors and Ergonomics Society 37th Annual Meeting*, 368-371.
- Klein, G. (1994). A script for the commander's intent statement. In A. H. Levis & I. S. Levis (Eds.), *Science of command and control: Part III coping with change*. Fairfax, VA: AFCEA International Press.
- Klein, G. (1995a). *A user's guide to naturalistic decision making* (No. Contract No. DASW01-94M-9906 for U.S. Army Research Institute for the Behavioral and Social Sciences). Fairborn, OH: Klein Associates Inc.
- Klein, G. (1995b). *Using the Vincennes shootdown incident to learn about decision making under stress*. Paper presented at the Academy of Management Symposium.
- Klein, G. (1996a). The effect of acute stressors on decision making. In J. E. Driskell & E. Salas (Eds.), *Stress and human performance* (pp. 49-88). Mahwah, NJ: Lawrence Erlbaum & Associates.
- Klein, G. (1996b). Nature of uncertainty in naturalistic decision making. *Proceedings of the Human Factors and Ergonomics Society 40th Annual Meeting, 1*, 178.
- Klein, G. (1996c). *Primer of naturalistic decision making* (Technical Report prepared under commercial contract for JAERI). Fairborn, OH: Klein Associates Inc.
- Klein, G. (1996, April). Response to 'improving marine commanders' intuitive decisionmaking skills'. *Marine Corps Gazette*, 33.
- Klein, G. (1997a). Cognitive task analysis of teams. *North Atlantic Treaty Organization-Office of Naval Research (NATO-ONR) Workshop*.
- Klein, G. (1997b). The current status of the naturalistic decision making framework. In R. Flin, E. Salas, M. E. Strub & L. Martin (Eds.), *Decision making under stress: Emerging themes and applications* (pp. 11-28). Aldershot: Ashgate.
- Klein, G. (1997c). Developing expertise in decision making. *Thinking and reasoning*, 3(4), 337-352.
- Klein, G. (1997d). *Implications of the naturalistic decision making framework for information dominance* (Interim Technical Report No. AL/CF-TR-1997-0155). Wright-Patterson Air Force Base, OH: U. S. Air Force Armstrong Laboratory [also published as DTIC No.

ADA341758].

- Klein, G. (1997e). *Making decisions in natural environments* (No. Contract DASW01-94-M-9906 for the Research and Advanced Concepts Office, U.S. Army Research Institute for the Behavioral and Social Sciences). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADA327387, <http://www.dtic.mil>].
- Klein, G. (1997f). Naturalistic decision making: Where are we going? In C. Zsombok & G. Klein (Eds.), *Naturalistic decision making* (pp. 383-397). Mahwah, NJ: Lawrence Erlbaum & Associates.
- Klein, G. (1997g). An overview of naturalistic decision making applications. In C. E. Zsombok & G. Klein (Eds.), *Naturalistic decision making* (pp. 49-60). Mahwah, NJ: Lawrence Erlbaum & Associates.
- Klein, G. (1997h). The recognition-primed decision (RPD) model: Looking back, looking forward. In C. E. Zsombok & G. Klein (Eds.), *Naturalistic decision making* (pp. 285-292). Mahwah, NJ: Lawrence Erlbaum & Associates.
- Klein, G. (1998a). Looking for learning in all the wrong places. *Proceedings of the Human Factors and Ergonomics Society 42nd Annual Meeting, 2*, 1371-1373.
- Klein, G. (1998b). *Sources of power: How people make decisions*. Cambridge, MA: MIT Press.
- Klein, G. (1998c). What do we know about training situational awareness. *Proceedings of the Human Factors and Ergonomics Society 42nd Annual Meeting, 2*, 1372.
- Klein, G. (1999a). Applied decision making. In P. A. Hancock (Ed.), *Human performance and ergonomics* (Vol. 17, pp. 87-107). New York: Academic Press.
- Klein, G. (1999b). *The Fiction of Maximization*. Paper presented at the Dahlem Workshop on Bounded Rationality: The Adaptive Toolbox, Berlin, Germany.
- Klein, G. (2000a). Analysis of situation awareness from critical incident reports. In M. R. Endsley & D. J. Garland (Eds.), *Situation awareness analysis and measurement* (pp. 51-71). Mahwah, NJ: Lawrence Erlbaum & Associates.
- Klein, G. (2000b). Can information technology reduce expertise? In *Proceedings of the Human performance, situation awareness and automation: User-centered design for the new millennium*. Savannah, GA: Omnipress CD-Rom.
- Klein, G. (2000c). Cognitive task analysis of teams. In J. M. C. Schraagen, S. F. Chipman & V. J. Shalin (Eds.), *Cognitive task analysis* (pp. 417-429). Mahwah, NJ: Lawrence Erlbaum & Associates.

- Klein, G. (2000d). *Con-Fusion Algorithms* (No. Technical Report submitted to the Department of National Defence, Defence and Civil Institute of Environmental Medicine under Contract No. W771-99752/001/TOR, Downsview, Ontario, Canada). Fairborn, OH: Klein Associates.
- Klein, G. (2000e). How can we train pilots to make better decisions? In H. O'Neil & D. Andrews (Eds.), *Aircrew training and assessment* (pp. 165-195). Mahwah, NJ: Lawrence Erlbaum & Associates.
- Klein, G. (2000f). Using cognitive task analysis to build a cognitive model. In *Proceedings of the IEA 2000/HFES 2000 Congress* (Vol. 1, pp. 596-599). Santa Monica, CA: HFES.
- Klein, G. (2000g). Why won't they follow simple directions? *Across the Board*, 37(2), 14-19.
- Klein, G. (2001a). Features of team coordination. In M. McNeese, M. R. Endsley & E. Salas (Eds.), *New trends in cooperative activities: Understanding system dynamics in complex environments* (pp. 68-95). Santa Monica, CA: HFES.
- Klein, G. (2001b). The fiction of optimization. In G. Gigerenzer & R. Selten (Eds.), *Bounded rationality: The adaptive toolbox* (pp. 103-121). Cambridge, MA: MIT Press.
- Klein, G. (2003a). Decision skills training for the aviation community. In G. Edkins & P. Pfister (Eds.), *Innovation and Consolidation in Aviation* (pp. 179-187). Burlington, VT: Ashgate.
- Klein, G. (2003b). Using stories to strengthen our intuition. Presented to Masters Forum of NASA Project Managers. Fairborn, OH: Klein Associates.
- Klein, G. (2004). *The power of intuition*. New York: A Currency Book/Doubleday.
- Klein, G. (2005). The strengths and limitations of teams for detecting problems. *Cognitive Technical Work*, 8, 227-236.
- Klein, G. (2007a). Flexecution as a paradigm for replanning, Part 1. *IEEE Intelligent Systems*, 22(5), 79-83.
- Klein, G. (2007b). Flexecution, Part 2: Understanding and supporting flexible execution. *IEEE Intelligent Systems*, 22(6), 108-112.
- Klein, G. (2008a). Naturalistic decision making. *ARA Technology Review*, 4(1), 3-9.
- Klein, G. (2008b). Naturalistic decision making. *Human Factors: The Journal of the Human Factors and Ergonomics Society*, 50(3), 456-460.
- Klein, G., Armstrong, A., Woods, D., Gokulachandra, M., & Klein, H. A. (2000). *Cognitive wavelength: The role of common ground in distributed replanning* (Final Report under Contract #F33615-99-P-H562, AFRL-HE-WP-TR-2001-0029 [also published as DTIC

- No. ADB282561]). Fairborn, OH: Klein Associates.
- Klein, G., & Armstrong, A. A. (2004). Critical decision method. In N. Stanton, A. Hedge, K. Brookhuis, E. Salas & H. Hendrick (Eds.), *Handbook of human factors and ergonomics methods* (pp. 1-8, Chapter 35). London: CRC Press.
- Klein, G., & Baxter, H. C. (2006). *Cognitive transformation theory: Contrasting cognitive and behavioral learning*. Paper presented at the Interservice/Industry Training, Simulation & Education Conference (IITSEC), Orlando, FL.
- Klein, G., & Crandall, B. (1997). *Characteristics of problem detection* (No. Contract with Japan Atomic Energy Research Institute). Fairborn, OH: Klein Associates Inc.
- Klein, G., & Hutton, R. J. B. (1995). *The innovators: High-impact researchers at the Armstrong Laboratory Human Engineering Division, Armstrong Laboratory (U)* (No. AL/CF-FR-1995-0027). Wright Patterson AFB, OH: United States Air Force Armstrong Laboratory [also published as DTIC No. ADA331856].
- Klein, G., Kaempf, G., Wolf, S., Thordsen, M., & Miller, T. E. (1997). Applying decision requirements to user-centered design. *International Journal of Human-Computer Studies*, 46, 1-15.
- Klein, G., Klinger, D., & Miller, T. (1997). Using decision requirements to guide the design process., *1997 IEEE International Conference on Systems, Man, and Cybernetics* (Vol. 1, pp. 238-244). Orlando, FL: IEEE.
- Klein, G., Long, W. G., Hutton, R. J. B., & Shafer, J. (2004). *Battlesense: An innovative sensemaking-centered design approach for combat systems* (Final report prepared under contract # N00178-04-C-3017 for Naval Surface Warfare Center, Dahlgren, VA). Fairborn, Ohio: Klein Associates Inc.
- Klein, G., McCloskey, M. J., Pliske, R. M., & Schmitt, J. (1997). Decision skills training. *Proceedings of the Human Factors and Ergonomics Society 41st Annual Meeting*, 182-185.
- Klein, G., & Militello, L. (2000). The Knowledge Audit as a method for cognitive task analysis. In H. Friman (Ed.), *Proceedings of the 5th Conference on Naturalistic Decision Making: How professionals make decisions (CD-ROM)*. Stockholm, Sweden: National Defence College.
- Klein, G., & Militello, L. (2004). The Knowledge Audit as a method for cognitive task analysis. In H. Montgomery, R. Lipshitz & B. Brehmer (Eds.), *How professionals make decisions* (pp. 335-342). Mahwah, NJ: Lawrence Erlbaum & Associates.
- Klein, G., & Militello, L. G. (2001). *Some guidelines for conducting a cognitive task analysis*

(Vol. 1). Greenwich, CT: JAI Press.

Klein, G., & Miller, T. (1996a). *Distributed planning teams* (No. Technical Report under Contract N0014-95-C-2016 for the Navy Research Laboratory, Washington, D.C.). Fairborn, OH: Klein Associates Inc.

Klein, G., & Miller, T. E. (1999a). Distributed planning teams. *International Journal of Cognitive Ergonomics*, 3(3), 203-222.

Klein, G., & Morpew, M. E. (1998a). *The emerging role of decision skills training to enhance flight crew performance*. Paper presented at the International Air Transport Association, Bangkok, Thailand.

Klein, G., Phillips, J., Rall, E. L., & Battaglia, D. A. (2003a). A summary of the data/frame model of sensemaking. In *Proceedings of Human Factors of Decision Making in Complex Systems*. Dundee, Scotland: University of Abertay Dundee.

Klein, G., Phillips, J. K., Battaglia, D. A., Wiggins, S. L., & Ross, K. G. (2002). *FOCUS: A model of sensemaking. Interim Report - Year 1 prepared under Contract 1435-01-01-CT-31161 [Department of the Interior] for the U.S. Army Research Institute for the Behavioral and Social Sciences, Alexandria, VA (I)*. Fairborn, OH: Klein Associates Inc.

Klein, G., Phillips, J. K., Klinger, D. W., & McCloskey, M. J. (1998b). *The Urban Warrior Experiment: Observations and recommendation for ECOC functioning* (No. Contract #SYN-S01- 8291-54 for Synetics Corporation, King George, VA). Fairborn, OH: Klein Associates Inc.

Klein, G., Phillips, J. K., Rall, E., & Peluso, D. A. (2007). A data/frame theory of sensemaking. In R. R. Hoffman (Ed.), *Expertise out of context: Proceedings of the 6th International Conference on Naturalistic Decision Making*. Mahwah, NJ: Lawrence Erlbaum & Associates.

Klein, G., Phillips, J. K., Rall, E. L., Thunholm, P., Battaglia, D. A., & Ross, K. G. (2003b). *FOCUS: A model of sensemaking* (Year 2 Interim Report prepared under Contract #1435-01-01-CT-3116 [Dept. of the Interior] for the U.S. Army Research Institute for the Behavioral and Social Sciences, Alexandria, VA). Fairborn, OH: Klein Associates.

Klein, G., & Pierce, L. (2001). *Adaptive teams* (Final technical report prepared for Link Simulation and Training Division under Purchase Order H438556(A); Army Prime Contract No. DAAD17-00-A-5002). Fairborn, OH: Klein Associates Inc.

Klein, G., Pliske, R., Wiggins, S., Thordsen, M. L., Green, S. L., Klinger, D., & Serfaty, D. (1999b). *A model of distributed team performance* (Final Report Contract N61339-98-C-0062 for NAWCTSD). Fairborn, OH: Klein Associates Inc.

- Klein, G., Pliske, R. M., Crandall, B., & Woods, D. (1999c). Features of problem detection. *Proceedings of the Human Factors and Ergonomics Society 43rd Annual Meeting, 1*, 133-137.
- Klein, G., Pliske, R. M., Crandall, B., & Woods, D. (2005). Problem detection. *Cognition, Technology, and Work, 7*, 14-28.
- Klein, G., Pliske, R. M., Thordsen, M. L., Hutton, R. J. B., Lake, P. L., & Woods, D. (1998c). *Evaluation of a process model of problem detection* (Report No. for Japan Atomic Research Institute). Fairborn, OH: Klein Associates Inc.
- Klein, G., Ross, K. G., Moon, B. M., Klein, D. E., Hoffman, R. R., & Hollnagel, E. (2003c). Macrocognition. *IEEE Intelligent Systems, 18*(3), 81-85.
- Klein, G., Schmitt, J., McCloskey, M., Heaton, J., Klinger, D., & Wolf, S. (1996b). *A decision-centered study of the regimental command post* (Final No. Contract USC P.O. 681584 for the Naval Command, Control and Ocean Surveillance Center, San Diego, CA). Fairborn, OH: Klein Associates Inc.
- Klein, G., Schmitt, J., McCloskey, M., Heaton, J., & Wolf, S. (1996c). *Fighting in the fog: A study of uncertainty in the U.S. Marine Corps* (No. Contract N66001-95-C-7024 for the Naval Command, Control and Ocean Surveillance Center, San Diego, CA). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADB244959, <http://www.dtic.mil>].
- Klein, G., Snowden, D., & Chew, L. P. (2007). Anticipatory thinking, *Naturalistic Decision Making 8 Conference*. Asilomar Conference Grounds, Pacific Grove, CA.
- Klein, G., & Weick, K. (2000, June). Decisions: Making the rights ones. Learning from the wrong ones. *Across the Board, 37*(6), 16-22.
- Klein, G., Weinger, M. B., Patterson, E. A., Cook, R. I., & Carayon, P. (2004). The role of human factors in healthcare. *The Proceedings of the Human Factors and Ergonomics Society 48th Annual Meeting*, 1764-1767.
- Klein, G., Wiggins, S., & Green, S. L. (2000). *How do talented computer professionals make job selection decisions?* (Proprietary research report prepared for commercial client). Fairborn, OH: Klein Associates Inc.
- Klein, G., & Wiggins, S. L. (2002). *CPoF eTDG lessons learned by developing an eTDG for the Los Angeles County Fire Department* (Technical Report under Subcontract EBR 00-0003; Prime Contract N66001-99-D-8501 [A006AB]). Fairborn, OH: Klein Associates Inc.
- Klein, G., Wiggins, S. L., & Deal, S. (2008a). Cognitive systems engineering: The hype and the hope. *ARA Technology Review, 4*(May).

- Klein, G., Wiggins, S. L., & Deal, S. (2008b). Cognitive systems engineering: The hype and the hope. *ARA Technology Review*, 4(1), 23-26.
- Klein, G., Wiggins, S. L., & Schmitt, J. (1999d). *Cognitive aspects of replanning at Army division-level command posts* (Final Report No. Contract DAAH01-99-C-R060 for U.S. Army Aviation and Missile Command). Fairborn, OH: Klein Associates Inc.
- Klein, G., & Wolf, S. (1995). Decision-centered training. *Proceedings of the Human Factors and Ergonomics Society 39th Annual Meeting*, 2, 1242-1252.
- Klein, G., & Wolf, S. (1998d). The role of leverage points in option generation. *IEEE Transactions on Systems, Man and Cybernetics: Applications and Reviews*, 28(1), 157-160.
- Klein, G., Wolf, S., Militello, L., & Zsombok, C. (1995). Characteristics of skilled option generation in chess. *Organizational Behavior and Human Decision Processes*, 62(1), 63-69.
- Klein, G. A. (1978a). *The analysis of highly proficient performance*. Paper presented at the American Psychological Association Meetings, Toronto, Canada.
- Klein, G. A. (1978b). Phenomenological vs. behavioral objectives for training skilled performance. *Journal of Phenomenological Psychology*, 9, 139-156.
- Klein, G. A. (1981). *A perceptual/recognition model of decision making*. Paper presented at the Summer Computer Simulation Conference, Washington, D.C.
- Klein, G. A. (1982). The use of comparison cases. *IEEE 1982 Proceedings of the International Conference on Cybernetics and Society*, 88-91.
- Klein, G. A. (1986). Validity of analogical predictions. *Technological Forecasting and Social Change*, 30, 139-148.
- Klein, G. A. (1987a). Analytical versus recognition approaches to design decision making. In W. B. Rouse & K. R. Boff (Eds.), *System design behavioral perspectives on designers, tools, and organizations*. New York: North-Holland.
- Klein, G. A. (1987b). Applications of analogical reasoning. *Journal of Metaphor and Symbolic Activity*, 2, 201-218.
- Klein, G. A. (1987c). Naturalistic models of C^3 decision making. *JDL 1987 C^2 Research Symposium Proceedings*, 271-277.
- Klein, G. A. (1989a). Do decision biases explain too much? *Human Factors Society Bulletin*,

23(5), 1-3.

Klein, G. A. (1989b). Recognition-primed decisions. In W. B. Rouse (Ed.), *Advances in man-machine systems research: Vol. 5* (Vol. 5, pp. 47-92). Greenwich, CT: JAI Press, Inc. [also published as DTIC No. ADA240659].

Klein, G. A. (1989c). Strategies of decision making. *Military Review*, 56-64.

Klein, G. A. (1989d). *Utility of the critical decision method for eliciting knowledge from expert C debuggers* (No. Contract JL20-333229 for the AT&T Bell Laboratories, Middletown, NJ). Fairborn, OH: Klein Associates Inc.

Klein, G. A. (1990a). Describing expertise: The first step in the design of technical training. *ASTD National Conference on Technical and Skills Training*, 38-41.

Klein, G. A. (1990b). Knowledge engineering: Beyond expert systems. *Information and Decision Technologies*, 16, 27-41.

Klein, G. A. (1990c, May). *Mental simulation and decision making*. Paper presented at the Proceedings of the Fifth Mid-Central Ergonomics/Human Factors Conference, Dayton, OH.

Klein, G. A. (1990d). Recognition decision making: Information requirements. In A. Sage (Ed.), *Concise encyclopedia of information processing in systems & organizations* (pp. 414-418). New York: Pergamon Press.

Klein, G. A. (1991a, April). *Effects of stress on decision making*. Paper presented at the Proceedings of the 3rd Topical Meeting on Emergency Preparedness and Response, American Nuclear Society.

Klein, G. A. (1991b). *Reactions to management information system for Marine spill response corporation's operations* (No. Final Report for Marine Spill Response Corporation (MSRC), Washington, D.C.). Fairborn, OH: Klein Associates Inc.

Klein, G. A. (1991c). Sources of power: Intellectual and analysis. *Vital Speeches of the Day*, 57(18), 564-565.

Klein, G. A. (1992d). Using knowledge engineering to preserve corporate memory. In R. R. Hoffman (Ed.), *The psychology of expertise: Cognitive research and empirical AI* (pp. 170-187). New York: Springer-Verlag.

Klein, G. A. (1993c). A recognition-primed decision (RPD) model of rapid decision making. In G. A. Klein, J. Orasanu, R. Calderwood & C. E. Zsombok (Eds.), *Decision making in action: Models and methods* (pp. 138-147). Norwood, NJ: Ablex.

- Klein, G. A. (1993d). Twenty questions: Suggestions for research in naturalistic decision making. In G. A. Klein, J. Orasanu, R. Calderwood & C. E. Zsombok (Eds.), *Decision making in action: Models and methods* (pp. 389-403). Norwood, NJ: Ablex.
- Klein, G. A. (1995c). Naturalistic decision making and wildland firefighting. In *Proceedings of the U.S. Forest Service Conference* (pp. 31-33). Missoula, Montana.
- Klein, G. A. (1995d). The value added by cognitive task analysis. In *39th Annual Human Factors and Ergonomics Society* (pp. 530-533). Santa Monica, CA.
- Klein, G. A., & Brezovic, C. P. (1986). Design engineers and the design process: Decision strategies and human factors literature. *Proceedings of the Human Factors and Ergonomics Society 30th Annual Meeting, 2*, 771-775.
- Klein, G. A., & Brezovic, C. P. (1987a). *Human performance data needed for training device design decisions* (No. Contract No. AAMRL-TR-87-064 for Armstrong Aerospace Medical Research Laboratory, Wright-Patterson AFB, OH). Fairborn, OH: Klein Associates Inc.
- Klein, G. A., & Brezovic, C. P. (1988). Evaluation of expert systems. In S. J. Andriole & G. W. Hopple (Eds.), *Defense applications of artificial intelligence* (pp. 111-138). Lexington, MA: Lexington Books, Heath & Company.
- Klein, G. A., Brezovic, C. P., Morris, R., King, J. A., Dreyfus, S., & Dreyfus, H. (1987b). *A test for the performance of expert systems: AIQ* (No. Final Report under Contract DDAH01-86-1054 for the Defense Advanced Research Projects Agency). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADB110324, <http://www.dtic.mil>].
- Klein, G. A., & Calderwood, R. (1986a). Human factors considerations for expert systems. *IEEE National Aerospace and Electronics Conference, NAECON, 3*, 921-925.
- Klein, G. A., & Calderwood, R. (1986b). *A preliminary assessment of factors affecting decision complexity* (No. Final Report under Subcontract 1054-38 with MacAulay-Brown, Inc. for the Air Force Armstrong Aerospace Medical Research Laboratory, Wright-Patterson AFB, OH). Fairborn, OH: Klein Associates Inc.
- Klein, G. A., & Calderwood, R. (1988a). How do people use analogues to make decisions? *Proceedings of the Case-Based Reasoning Workshop, sponsored by Defense Advanced Research Projects Agency (DARPA)*, 209-223.
- Klein, G. A., & Calderwood, R. (1988b). *Investigation of naturalistic decision making and the recognition-primed decision model* (No. Contract MDA903-85-C-0327 for the U. S. Army Research Institute for the Behavioral and Social Sciences, Alexandria, VA). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADA310303, <http://www.dtic.mil>].

www.dtic.mil].

- Klein, G. A., & Calderwood, R. (1991). Decision models: Some lessons from the field. *IEEE Transactions on Systems, Man, and Cybernetics*, 21(5), 1018-1026.
- Klein, G. A., Calderwood, R., & Clinton-Cirocco, A. (1986). Rapid decision making on the fireground. *Proceedings of the Human Factors and Ergonomics Society 30th Annual Meeting*, 1, 576-580.
- Klein, G. A., Calderwood, R., & Clinton-Cirocco, A. (1988). *Rapid decision making on the fireground* (Technical Report No. DTIC No. AD-A199492, <http://www.dtic.mil>).
Alexander, VA: U.S. Army Research Institute.
- Klein, G. A., Calderwood, R., & MacGregor, D. (1989). Critical decision method for eliciting knowledge. *IEEE Transactions on Systems, Man, and Cybernetics*, 19(3), 462-472.
- Klein, G. A., & Crandall, B. (1990). Applying knowledge engineering to training and technology transfer. *Proceedings of the Human Factors and Ergonomics Society 34th Annual Meeting*, 2, 1318-1322.
- Klein, G. A., & Crandall, B. (1991). Finding and using technology-specific expertise. *Technology Transfer*, 16(1), 23-27.
- Klein, G. A., & Crandall, B. (1992). *Recognition-primed decision strategies* (No. Technical Report under contract MDA903-89-C-0032 for the U.S. Army Research Institute, Alexandria, VA). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADA226887, <http://www.dtic.mil>].
- Klein, G. A., & Crandall, B. W. (1995). The role of mental simulation in naturalistic decision making. In P. Hancock, J. Flach, J. Caird & K. Vicente (Eds.), *Local applications of the ecological approach to human-machine systems* (Vol. 2, pp. 324-358). Mahwah, NJ: Lawrence Erlbaum & Associates.
- Klein, G. A., Gordon, S. E., Palmisano, M., & Mirabella, A. (1985). *Comparison-based predictions and recommendations for Army maintenance training devices* (No. Technical Report #674 under Contract MDA903-83-C-0270 for the U.S. Army Research Institute for the Behavioral and Social Sciences, Alexandria, VA). Fairborn, Oh: Klein Associates Inc. [also published as DTIC No. ADA170942, <http://www.dtic.mil>].
- Klein, G. A., & Hoffman, R. (1993). Seeing the invisible: Perceptual/cognitive aspects of expertise. In M. Rabinowitz (Ed.), *Cognitive science foundations of instruction* (pp. 203-226). Mahwah, NJ: Lawrence Erlbaum & Associates.
- Klein, G. A., & John, P. G. (1986). *Effects of stress on maintenance performance* (No. Contract AFHRL-TP-85-58 for Air Force Human Resources Laboratory, Wright-Patterson AFB,

OH). Fairborn, OH: Klein Associates Inc.

- Klein, G. A., John, P. G., & Gordon, S. E. (1984). *Comparison-based prediction of MK60 tank gunnery training device effectiveness* (No. Contract ARI-TR-84-42-8 for the U. S. Army Research Institute, Alexandria, VA). Fairborn, OH: Klein Associates Inc.
- Klein, G. A., John, P. G., Perez, R. S., & Mirabella, A. (1985). *Comparison-based prediction of cost and effectiveness of training devices: A guide* (No. Final Report under Contract MDA903-83-C-0270 for the Army Research Institute for the Behavioral and Social Sciences, Alexandria, VA). Fairborn, Oh: Klein Associates Inc. [also published as DTIC No. ADA170941, <http://www.dtic.mil>].
- Klein, G. A., & King, J. (1987c). *A test for the performance of knowledge-based systems: AIQ*. Paper presented at the Proceedings of the AAI Workshop on Validation and Verification of Expert Systems, Dayton, OH.
- Klein, G. A., & Klinger, D. W. (1991). Naturalistic decision making. *CSERIAC Gateway, II, 1*, 1-4.
- Klein, G. A., & MacGregor, D. (1987d). *Knowledge elicitation of recognition-primed decision making* (No. ADA199076, <http://www.dtic.mil>). Fairborn, OH: Klein Associates.
- Klein, G. A., Orasanu, J., Calderwood, R., & Zsombok, C. E. (Eds.). (1993). *Decision making in action: Models and methods*. Norwood, NJ: Ablex.
- Klein, G. A., & Peio, K. J. (1989). The use of a prediction paradigm to evaluate proficient decision making. *American Journal of Psychology, 102*(3), 321-331.
- Klein, G. A., & Thordsen, M. (1988a). *Use of progressive deepening in battle management*. Paper presented at the Proceedings of the 11th Biennial DoD Psychology Conference, Colorado Springs, CO.
- Klein, G. A., & Thordsen, M. L. (1988b). *Evaluation of performance during a training exercise at an emergency operations center* (No. Contract for Monsanto Corporation). Fairborn, OH: Klein Associates Inc.
- Klein, G. A., & Thordsen, M. L. (1989). Recognition decision making in C2 organizations. *Proceedings of the 1989 Symposium on Command-and-Control Research, 239-244*.
- Klein, G. A., & Thordsen, M. L. (1990). A cognitive model of team decision making. *Proceedings of the JDL 1990 Symposium on C2 Research, 270-274*.
- Klein, G. A., & Thordsen, M. L. (1991). *Representing cockpit crew decision making*. Paper presented at the Proceedings of the Sixth Industrial Symposium on Aviation Psychology,

Columbus, OH.

- Klein, G. A., & Weitzenfeld, J. (1978). Improvement of skills for solving ill-defined problems. *Educational Psychologist, 13*, 31-41.
- Klein, G. A., & Weitzenfeld, J. (1982). The use of analogues in comparability analysis. *Applied Ergonomics, 13*, 99-104.
- Klein, G. A., Whitaker, L., & Taynor, J. (1987e). *Comparison-based prediction (CBP) as a method for estimating maximum crew sizes* (No. ASA Contract No. 24-1-5012: Applied Science Associates, Inc. and Contract MDA903-86-C-0414 for the U.S. Army Research Institute). Fairborn, OH: Klein Associates Inc.
- Klein, G. A., Woods, D. D., & Orasanu, J. (1993). Conclusions. In G. A. Klein, J. Orasanu, R. Calderwood & C. E. Zsombok (Eds.), *Decision making in action: Models and methods*. (pp. 401-411). Norwood, NJ: Ablex.
- Klein, G. A., & Zsombok, C. E. (1991). Models of skilled decision making. *Proceedings of the 1991 Human Factors and Ergonomics Society 35th Annual Meeting*, 1363-1366.
- Klein, G. A., Zsombok, C. E., & Thordsen, M. L. (1993). Team decision training: Five myths and a model. *Military Review*(April), 36-42.
- Klein, H. A., Klein, G., & Mumaw, R. J. (2001). *Culturally sensitive aviation demands* (Technical Report Prepared for the Boeing Company under General Consultant Agreement 6-1111-10A-0112). Fairborn, OH: Wright State University.
- Klein, H. A., & Klein, G. A. (1981). *Perceptual/cognitive analysis of proficient cardiopulmonary resuscitation (CPR) performance*. Paper presented at the Midwestern Psychological Association Meetings, Chicago, IL.
- Klein, H. A., & McHugh, A. P. (2005). National differences in teamwork. In W. B. Rouse & K. R. Boff (Eds.), *Organizational simulation* (pp. 229-252). New York: Wiley.
- Klinger, D. W. (1994). A decision-centered design approach to case-based reasoning: Helping engineers prepare bids and solve problems. In P. T. Kidd & W. Karwowski (Eds.), *Advances in Agile Manufacturing* (pp. 393-396). Manchester, England: IOS Press.
- Klinger, D. W. (2001a). *3rd Infantry Division, In-country data collection, Interviews conducted at Eagle Base and Base Camps (October 22-29, 2000)* (Final technical report prepared for Link Simulation and Training Division under Purchase Order H438556(A); Army Prime Contract No. DAAD17-00-A-5002). Fairborn, OH: Klein Associates Inc.
- Klinger, D. W. (2001b). Putting cognitive task analysis to work: Understanding users, customers,

- and experts. Fairborn, OH: Klein Associates Inc.
- Klinger, D. W. (2002). Putting cognitive task analysis to work: Understanding users, customers, and experts. Fairborn, OH: Klein Associates Inc.
- Klinger, D. W. (2003). Putting cognitive task analysis to work: Understanding users, customers, and experts. Fairborn, OH: Klein Associates Inc.
- Klinger, D. W., Andriole, S. J., Militello, L. G., Adelman, L., Klein, G., & Gomes, M. E. (1993a). *Designing for performance: A cognitive systems engineering approach to modifying an AWACS human-computer interface* (No. Technical Report AL/CF-TR-1993-0093). Wright-Patterson AFB, OH: Department of the Air Force, Armstrong Laboratory, Air Force Materiel Command [also published as DTIC No. ADA275187].
- Klinger, D. W., & Gomes, M. G. (1993b). A cognitive systems engineering application for interface design. *Proceedings of the Human Factors and Ergonomics Society 37th Annual Meeting*, 16-20.
- Klinger, D. W., & Hahn, B. B. (2003). *Handbook of team CTA. Manual developed under prime contract F41624-97-C-6025 from the Human Systems Center, Brooks AFB, TX* (Manual developed under prime contract F41624-97-C-6025 from the Human Systems Center, Brooks AFB, TX). Fairborn, OH: Klein Associates Inc.
- Klinger, D. W., & Hahn, B. B. (2004). Team decision requirement exercise: Making team decision requirements explicit. In N. Stanton, A. Hedge, K. Brookhuis, E. Salas & H. Handrick (Eds.), *Handbook of human factors and ergonomics methods* (pp. 1-5, Chapter 52). London: CRC Press.
- Klinger, D. W., Hahn, B. B., & Rall, E. (2007). Cognitive task analysis of the warning forecaster's task: An invitation for human-centered technologies. In R. R. Hoffman (Ed.), *Expertise out of context: Proceedings of the Sixth International Conference on Naturalistic Decision Making* (pp. 359-373). New York, NY: Lawrence Earlbaum Associates.
- Klinger, D. W., & Harris, D. (2004, December 6-9, 2004). *Using distributed training simulations to prepare soldiers for peacekeeping operations*. Paper presented at the Interservice/ Industry Training, Simulation, and Education Conference, Orlando, FL.
- Klinger, D. W., Kaempf, G. L., & Olszewski, R. (1995). *Development of front-end analysis of sonar operator training devices using cognitive task analysis* (No. Contract DAAL03-91C-0034 for the Naval Air Warfare Center, Orlando, FL). Fairborn, OH: Klein Associates Inc.
- Klinger, D. W., Kaempf, G. L., Olszewski, R., & Klein, G. (1996). *Critical skills for sonar employment: Identification of the requirements for a sonar employment trainer* (No. Technical Report under Contract N61339-94-C-0082 for the Naval Air Warfare Center,

- Training Systems Division, Orlando FL.). Fairborn, OH: Klein Associates Inc.
- Klinger, D. W., & Klein, G. (1999). Emergency response organizations: An accident waiting to happen. *Ergonomics In Design*, 7(3), 20-25.
- Klinger, D. W., & Klein, G. (2004). *A model for replanning* (Year Four Final Report (04-TA1-SP3-RT5) prepared for Micro Analysis and Design and U. S. Army Research Laboratory under Cooperative Agreement DAAD19-01-2-0009). Fairborn, OH: Klein Associates.
- Klinger, D. W., Lewis, W. R., & Hahn, B. B. (2002). *Towards the development of a comprehensive team model* (Year One Final Report under Contract 02TA2-SP1-RT1 for U.S. Army Research Laboratory under Cooperative Agreement DAAD19-01-2-0009). Fairborn, OH: Klein Associates Inc.
- Klinger, D. W., & McHugh, A. P. (2004, December 6-9, 2004). *Cognitively authentic training for medical team coordination and decision making*. Paper presented at the Interservice/ Industry Training, Simulation, and Education Conference, Orlando, FL.
- Klinger, D. W., & Militello, L. G. (2004). *Designing for performance: A cognitive systems engineering and cognitive task analysis approach to the modification of the AWACS weapons director interface*. Manuscript originally submitted 10/2001, resubmitted 11/2004.
- Klinger, D. W., & Thordsen, M. (1998). Team CTA applications and methodologies. *Proceedings of the Human Factors and Ergonomics Society 42nd Annual Meeting, 1*, 206-209.
- Klinger, D. W., Thordsen, M. L., & Copeland, R. R. (1998). *A cognitive task analysis of surveillance personnel onboard AWACS aircraft* (Final Technical Report No. Contract P.O. P3805, Prime Contract F41624-95-D-6026). Fairborn, OH: Klein Associates Inc.
- Lake, P. L., Hutton, R. J., & Miller, T. E. (1998). *A decision-centered approach to aiding avionics troubleshooting* (Final Report submitted to Department of the Air Force, Tinker AFB, OK, No. Contract F34601-97-C-0338 for U.S. Air Force, Tinker AFB, OK). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADB244970, <http://www.dtic.mil>].
- Laplante, P., Hoffman, R. R., & Klein, G. (2007). Antipatterns in the creation of intelligent systems. *Human-Centered Computing, January/February*.
- Long, W. G., & Klein, G. (2004). *BattleSense: Developing a team sensemaking interview guide framework and evaluating initial UAV design concepts* (Final Option Report prepared for Naval Surface warfare Center under contract number N00178-04-C-3017). Fairborn, OH: Klein Associates.
- Long, W. G., Stevens, L. M., McCloskey, M. J., & Rogers, D. (2006). *Expert review tool (ERT) user manual* (User manual prepared under Contract No.: N00178-04-C-1069 (SBIR Topic

- N03-060), submitted to Naval Surface Warfare Center, Dahlgren, VA). Fairborn, OH: Klein Associates Division, Applied Research Associates (Albuquerque, NM).
- Malek, D. A., Alvidrez, S. A., Moon, B. M., & Wei, S. (2004). *The identification and implementation of a cognitive metrics suite for the evaluation and design of tools to enhance warfighter job performance. Final report prepared under contract number N00178-03-C-1066 for Naval Surface Warfare Center, Dahlgren, VA.* Fairborn, OH: Klein Associates Inc.
- Malek, D. A., & Beyer, B. D. (2008). Bringing the power of Cognitive Task Analysis to training, operational assessment, and requirements development. *ARA Technology Review*, 4(May).
- Malek, D. A., O'Dea, A., Harris-Thompson, D., & Crandall, B. (2007). *Cognitive task analysis of dismounted warfighting in an operational C4ISR environment* (Final technical report prepared under Subcontract No. 246-ARA-20070711.0 (Ricciardi Technologies, Inc.); Prime Contract N66001-07-D-0084 (SPAWAR) submitted to Ricciardi Technologies, Inc.). Fairborn, OH: Klein Associates, A Division of Applied Research Associates.
- McCloskey, M. (1996). An analysis of uncertainty in the Marine Corps. *Proceedings of the Human Factors and Ergonomics Society 40th Annual Meeting*, 194-198.
- McCloskey, M. J., & Chrenka, J. E. (2001). *Anticipating cyber-threats: A cognitive analysis of network attack, detection, and threat perception* (Final Technical Report AFRL-IF-RD-TR-2001-195 prepared under Contract #F30602-00-C-0131 for Air Force Research Laboratory, Rome, NY). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADB274289, <http://www.dtic.mil>].
- McCloskey, M. J., Lake, P. L., Pliske, R. M., & Klein, G. (1998). *Training decision skills for urban warrior squad leaders. Technical Report submitted to SYNETICS Corporation under Contract NSWCDD No. N00178-95-D-1008, King George, VA.* Fairborn, OH: Klein Associates.
- McCloskey, M. J., Moon, B. M., Hutton, R. J. B., & Stanard, T. W. (2001). *Profiling the cyber-threat: Software documentation for ABBIPS* (Tech Report No. #F4164-980C-6002). Wright Patterson AFB, OH: Air Force Research Laboratory [also published as DTIC No. ADB272796, <http://www.dtic.mil>].
- McCloskey, M. J., Pliske, R. M., Klein, G., Heaton, J. K., & Knight, B. J. (1997). *Decision skills training: Preparing Marine squad leaders for Hunter Warrior. Technical report submitted to SYNETICS Corporation for Commandant's Warfighting Laboratory, Special Purpose Marine Air-Ground Task Force under Contract No. N00178-95-D-1008, King George, VA* (No. Technical report submitted to SYNETICS Corporation for Commandant's Warfighting Laboratory, Special Purpose Marine Air-Ground Task Force under Contract No. N00178-95-D-1008, King George, VA). Fairborn, OH: Klein Associates Inc.

- McCloskey, M. J., & Stanard, T. (1999). A red team analysis of the electronic battlefield: A cognitive approach to understanding how hackers work in groups. *Proceedings of the Human Factors and Ergonomics Society 43rd Annual Meeting, 1*, 179-183.
- McCloskey, M. J., Stanard, T. W., & Armstrong, A. A. (2001). *A cognitive analysis of the information security domain* (No. Technical AFRL-HE-WP-TR-2001-0041 for Air Force Research Laboratory, Wright-Patterson AFB, OH). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADB267226, <http://www.dtic.mil>].
- McCloskey, M. J., Wolf, S., Klein, G., & Schmitt, J. (1996). *Coping with chaos: Analyzing how commanders deal with uncertainty*. Paper presented at the Command and Control Research and Technology Symposium, Monterey, CA.
- McDermott, P., Klein, G., Thordsen, M., & Paley, M. (2000). *Representing the cognitive demands of new systems: A decision-centered design approach* (No. Final Report under Contract F41624-99-C-6029 for the AFRL/HECI, Wright Patterson AFB, OH). Fairborn, OH: Klein Associates Inc. [also published as DTIC #ADA385318, <http://www.dtic.mil>].
- McDermott, P., Klein, G., Thordsen, M., Ransom, S., & Paley, M. (2000). *Representing the cognitive demands of new systems: A decision-centered design approach* (Technical Report No. AFRL-HE-WP-TR-2000-0023). Wright-Patterson AFB, OH: Human Effectiveness Directorate, Crew System Interface Division.
- McDermott, P. L., & Crandall, B. (2000). Uncovering expertise: How cytotechnologists screen pap smears. In H. Friman (Ed.), *Proceedings of the 5th Conference on Naturalistic Decision Making (CD-ROM)*. Stockholm, Sweden: National Defence College.
- McHugh, A., Mills, J. A., Battaglia, D. A., & Thordsen, M. L. (2003). *Understanding the cognitive challenges of surveying long-term care facilities* (Final report prepared for Order no. CMS 02-00284, Centers for Medicare & Medicaid Services, Baltimore, MD). Fairborn, OH: Klein Associates Inc.
- McHugh, A. P., Crandall, B., Miller, T. E., & Mills, J. A. (2005). *Cognition in critical care: An exploratory study*. Paper presented at the Seventh International NDM Conference, Amsterdam, The Netherlands.
- McHugh, A. P., Klein, H. A., Klinger, D. W., & Shafer, J. L. (2004). *Elaboration of the cultural lens model* (Final Report prepared under Subcontract No. 11026-9093-0200 Sytronics, Inc., under Prime Contract: F33615-98-D-6000 for the Air Force Research Laboratory/HECA). Fairborn, OH: Klein Associates Inc.
- McHugh, A. P., Smith, J. L., Klinger, D. W., & O'Dea, A. (2004). *Cultural variations in teamwork: Implications for multinational collaboration* (Year Four Final Report prepared through participation in the Advanced Decision Architectures Collaborative Technology Alliance sponsored by the U.S. Army Research Laboratory under Cooperative Agreement

DAAD19-01-2-0009). Fairborn, OH: Klein Associates Inc.

- McHugh, A. P., Smith, J. L., Klinger, D. W., & O'Dea, A. (2005). Cultural variations in teamwork: Implications for multinational collaboration, submitted 1/31/05. *Organizational Studies*(Special NDM Issue).
- McHugh, A. P., Smith, J. L., O'Dea, A., & Klinger, D. W. (2005, June 2005). *Cultural variations in collaborative work*. Paper presented at the Seventh International NDM Conference, Amsterdam, The Netherlands.
- Means, B., Salas, E., Crandall, B., & Jacobs, O. (1993). Training decision makers for the real world. In G. A. Klein, J. Orasanu, R. Calderwood & C. E. Zsombok (Eds.), *Decision making in action: Models and methods* (pp. 306-326). Norwood, NJ: Ablex.
- Mihalecz, M. C., & Eschelman-Haynes, C. (2008). Sensemaking in the maritime domain. *ARA Technology Review*, 4(1), 27-32.
- Mihalecz, M. C., & Eshelman-Haynes, C. (2008). Sensemaking in the maritime domain. *ARA Technology Review*, 4(May).
- Militello, L., & Klein, G. (1997). Cognitive task analysis: Bringing a powerful tool into wide use. *CSERIAC Gateway*, 7(4), 1-4.
- Militello, L., Klein, G., Crandall, B., & Knight, B. J. (1998). *Re-engineering cognitive tasks* (No. Contract # 0003 prepared for Aptima, Inc., Prime Contract N61339-97-C-0066). Fairborn, OH: Klein Associates Inc.
- Militello, L., & Lim, L. (1995). Patient assessment skills: Assessing early cues of necrotizing enterocolitis. *The Journal of Perinatal & Neonatal Nursing*, 9(2), 42-52.
- Militello, L. G. (1995). A cognitive task analysis of NICU nurses' patient assessment skills. *Proceedings of the Human Factors and Ergonomics Society 39th Annual Meeting*, 2, 733-737.
- Militello, L. G. (1998, September/October). Learning to think like a user: Using cognitive task analysis to meet today's health care design challenges. *Biomedical Instrumentation & Technology*, 535-540.
- Militello, L. G. (2001). Representing expertise. In E. Salas & G. Klein (Eds.), *Linking expertise and naturalistic decision making*. Mahwah, NJ: Lawrence Erlbaum & Associates.
- Militello, L. G., & Green, S. L. (2001). *Cognitive demands of health care surveying: A demonstration cognitive task analysis* (Findings report for Order No. CMS-01-00326 for the Health Care Financing Administration/Centers for Medicare & Medicaid Services).

Baltimore, MD). Fairborn, OH: Klein Associates Inc.

Militello, L. G., Harris, D. S., Moon, B. M., Rall, E. L., & Armstrong, A. A. (2002). *The PSYOP process and task challenges* (Semi-Annual Report for Contract #DAAH01-00-C-R094 issued by the U.S. Army Aviation and Missile Command, Sponsored by Defense Advanced Research Projects Agency Under DARPA Order No. H927/38.). Fairborn, OH: Klein Associates.

Militello, L. G., Heaton, J. K., Lake, P. L., Thordsen, M., & Klein, G. (1998). *Author aid: Self-CTA for authors of tactical documents* (Final Report No. Contract No. N61339-97-C-0026 prepared for Naval Air Warfare Center Training Systems Division). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADB275562, <http://www.dtic.mil>].

Militello, L. G., & Hutton, R. J. B. (1998). Applied Cognitive Task Analysis (ACTA): A practitioner's toolkit for understanding cognitive task demands. *Ergonomics, Special Issue: Task Analysis*, 41(11), 1618-1641.

Militello, L. G., Hutton, R. J. B., & Chrenka, J. E. (1998). You can't teach what you can't describe: One experience in developing CTA instruction. *Proceedings of the Human Factors and Ergonomics Society 42nd Annual Meeting*, 1, 390-394.

Militello, L. G., Hutton, R. J. B., & Miller, T. E. (1996). Applied Cognitive Task Analysis [Computer software]. Fairborn, OH: Klein Associates Inc.

Militello, L. G., Hutton, R. J. B., Pliske, R. M., Knight, B. J., & Klein, G. (1997). *Applied Cognitive Task Analysis (ACTA) Methodology* (Technical Report prepared for Navy Personnel Research and Development Center No. Contract No. N66001-94-C-7034). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADB234698, <http://www.dtic.mil>].

Militello, L. G., & Klein, G. (1999). Case studies of efforts to re-engineer cognitive tasks. *Proceedings of the Human Factors and Ergonomics Society 43rd Annual Meeting*, 1, 279-283.

Militello, L. G., Kyne, M. M., Klein, G., Getchell-Reiter, K., & Thordsen, M. L. (1994). *Comparing models of team performance* (No. Contract MDA903-92-C-0098 for the U.S. Army Research Institute). Fairborn, OH: Klein Associates Inc.

Militello, L. G., Kyne, M. M., Klein, G., Getchell, K., & Thordsen, M. L. (1999). A synthesized model of team performance. *International Journal of Cognitive Ergonomics*, 3(2), 131-158.

Militello, L. G., & Lim, L. (1994). *Early assessment of NEC in premature infants* (Final Progress Report No. Grant 1 R43 HD29905-01A1 for NIH/NICHD). Fairborn, OH: Klein

Associates Inc.

- Militello, L. G., & Rall, E. (2002). *The role of culture in successful psychological operations*. Paper presented at the Proceedings of the Human Factors and Ergonomics Society 46th Annual Meeting, Baltimore, MD.
- Militello, L. G., Rall, E. L., Armstrong, A. A., & Green, S. L. (2002). *ARLADA CDM-Adaptations Year 1 Report* (Year 1 Report prepared through participation in the Advanced Decision Architectures Collaborative Technology Alliance [Contract #02TA1-SP3-RT2] sponsored by the U. S. Army Research Laboratory under Cooperative Agreement DAAD19-01-2-009). Fairborn, OH: Klein Associates.
- Militello, L. G., Wiggins, S. L., Stanard, T. L., McCloskey, M. J., & Klein, G. (1999). *Technology and expertise: A dual approach to aiding aircrew instructors* (Tech Report No. AFRL-HE-AZ-TR-1999-0252). Mesa, AZ: Air Force Research Laboratory [also published as DTIC No. ADB255706, <http://dtic.mil>].
- Miller, T. E. (2001). A cognitive approach to developing tools to support planning. In E. Salas & G. Klein (Eds.), *Linking expertise and naturalistic decision making* (pp. 95-111). Mahwah, NJ: Lawrence Erlbaum & Associates.
- Miller, T. E., Armstrong, A. A., Wiggins, S. L., Brockett, A., Hamilton, A., & Schieffer, L. (2002a). *Damage control decision support: Reconstructing shattered situation awareness. Final Technical Report-Contract No. N00178-00-C-3041 prepared for Naval Surface Warfare Center, Dahlgren, VA* (Final Technical Report-Contract No. N00178-00-C-3041 prepared for Naval Surface Warfare Center, Dahlgren, VA). Fairborn, OH: Klein Associates Inc.
- Miller, T. E., Battaglia, D. A., & Phillips, J. K. (2002b). *Cognitive training challenges in operations other than war*. Paper presented at the Interservice/Industry Training, Simulation, and Education Conference, Orlando, FL.
- Miller, T. E., Copeland, R. R., Heaton, J. K., & McCloskey, M. J. (1998). *Robustness criteria and evaluation of air campaign planning* (No. Contract F30602-95-C-0216 for Rome Laboratory, Griffiss AFB, NY). Fairborn, OH: Klein Associates Inc.
- Miller, T. E., Copeland, R. R., Phillips, J. K., & McCloskey, M. J. (1999). *A cognitive approach to developing planning tools to support air campaign planners* (Final Technical Report No. AFRL-IF-RS-TR-1999-146). Rome, NY: Air Force Research Laboratory [also published as DTIC No. ADA369409, <http://www.dtic.mil>].
- Miller, T. E., & Klein, G. (1992). Recognition primed-decision: Implications for the military. *34th Annual Conference of the Military Testing Association, 1*, 487-492.
- Miller, T. E., Klein, G., & Law, B. A. (1997). Modeling distributed planning teams. *Third*

International Command and Control Research and Technology Symposium, 560-572.

- Miller, T. E., Kyne, M., & Lim, L. (1994). *Blood banking: The need for training and evaluation* (No. Contract No. 1 R43 HL49723-01 for the National Institutes of Health). Fairborn, OH: Klein Associates Inc.
- Miller, T. E., & Lim, L. S. (1993). *Using knowledge engineering in the development of an expert system to assist targeteers in assessing battle damage and making weapons decisions for hardened-structure targets* (No. Contract DACA39-92-C-0050 for the U.S. Army Engineers CEWES-CT, Vicksburg, MS). Fairborn, OH: Klein Associates Inc.
- Miller, T. E., McDermott, P. L., Morpew, M. E., & Klinger, D. W. (1999). *Decision-centered design: Cognitive task analysis* (Final Annotated Briefing prepared for Pacific Science and Engineering No. Task Order 0048-0003). Fairborn, OH: Klein Associates Inc.
- Miller, T. E., & Militello, L. G. (1995). *Increasing the robustness of AI generated plans* (No. Technical Report No: RL-TR-95-30). Griffiss Air Force Base, NY: Rome Laboratory [also published as DTIC No. ADB199739, <http://www.dtic.mil>].
- Miller, T. E., Militello, L. G., & Heaton, J. K. (1996, May). Evaluating air campaign plan quality in operational settings. In A. Tate (Ed.), *Advanced planning technology*. Menlo Park, CA: The AAAI Press.
- Miller, T. E., Pyle, D. M., & Shore, J. S. (1993). *Development of a prototype decision support system for munitions effects assessment*. Paper presented at the Special Session held concurrently with the Sixth International Symposium on Interaction of Nonnuclear Munitions with Structures, U. S. Army Engineer Waterways Experiment Station, Vicksburg, MS.
- Miller, T. E., & Wolf, S. (1994). *ASDCS HCI Design Concepts* (No. Final Report under Contract N60921-94-M-B314 for Naval Surface Warfare Center, Dahlgren, VA.). Fairborn, OH: Klein Associates Inc.
- Miller, T. E., Wolf, S., & Hutton, R. (1995). *A concept description of the Air Defense critic* (No. PO TC392277 for Litton Data Systems). Fairborn, OH: Klein Associates Inc.
- Miller, T. E., Wolf, S. P., Thordsen, M. L., & Klein, G. (1992). *A decision-centered approach to storyboarding anti-air warfare interfaces* (No. Contract No. N66001-90-C-6023 for the Naval Command, Control and Ocean Surveillance Center, San Diego, CA). Fairborn, OH: Klein Associates Inc.
- Miller, T. E., & Woods, D. D. (1997). Key issues for NDM researchers in systems design. In C. Zsombok & G. Klein (Eds.), *Naturalistic decision making* (pp. 141-150). Mahwah, NJ: Lawrence Erlbaum & Associates.

- Miller, T. E., & Zsombok, C. E. (1997). Identification of commander's cognitive demands in operations other than war. *Proceedings of the National Defense University, Third International Symposium*, 17-18.
- Miller, T. E., Zsombok, C. E., & Klein, G. (1997). *Commander's cognitive demands in OOTW* (Final Report for National Defense University, Washington, D.C. prepared under Contract No. DADW49-98-P-0009). Fairborn, OH: Klein Associates Inc.
- Mills, J. A., & Klein, G. (2003). *Cognitive task analysis of the Tower of Hanoi problem* (Final Technical Report under Prime Contract N00014-01-C-0430 [ONR]). Fairborn, OH: Klein Associates.
- Mogford, R., Allendoerfer, K., Snyder, M., & Hutton, R. J. B. (1997). *Application of the recognition primed decision model to the study of air traffic controller decision making*. (Final report submitted to Civil Aero-Medical Institute, FAA Oklahoma City No. Contract DTFA01-94-Y-01078). Egg Harbor Township, NJ: NYMA Inc.
- Moon, B. M. (2002). *Naturalistic decision making: Establishing a naturalistic perspective in judgment and decision making research*. Paper presented at the 19th Qualitative Analysis Conference, Hamilton, Ontario, Canada.
- Moon, B. M., Cox, D. A., Rougier, E. A., Dominguez, C. O., & Klein, G. (2006). *Sensemaking in intelligence analysis: An application of the Data/Frame Model of Sensemaking to inform an interactive visualization framework* (Final report prepared under Subcontract No. 904030 and Contract 2005-H34-8200-000 (G032) for The Johns Hopkins University, Applied Physics Laboratory). Fairborn, OH: Klein Associates Division, Applied Research Associates.
- Moon, B. M., Hahn, B. B., Wiggins, S. L., & Green, S. L. (2003). *Determining training for new technologies: A decision game and facilitation guide* (Final Report prepared sponsored by the Federal Transit Administration in Cooperation with the Transit Development Corporation, under Project A-20B (02). No. TCRP Report 96). Fairborn, OH: Klein Associates.
- Moon, B. M., Uehara, M. A., McCloskey, M. J., & Ross, K. G. (2002). *Developing an intelligent vignette development tool for distance learning applications* (Final Report for NAWCTSD, Contract #N61339-02-C-0048). Fairborn, OH: Klein Associates [also published as DTIC No. ADB282022, <http://www.dtic.mil>].
- Moon, B. M., Wei, S., & Cox, D. A. (2004). Cognitive impact metrics: Applying macrocognition during the design of complex cognitive systems. *Proceedings of the Human Factors and Ergonomics Society 48th Annual Meeting*, 473-477.
- Morphew, M. E., Miller, T. E., & McDermott, P. L. (1999). *Towards a greater understanding of human energy* (No. Proprietary research report prepared for commercial client). Fairborn,

OH: Klein Associates Inc.

- Morphew, M. E., Thordsen, M. L., & Klein, G. (1998). The development of cognitive analysis methods to aid interface design. *Proceedings of the Human Factors and Ergonomics Society 42nd Annual Meeting, 1*, 305-307.
- Mueller, S. T. (2007). *BICA test specification* (Final Report prepared under Contract #FA8650-05-C-7257 submitted to DARPA/IPTO). Fairborn, OH: Klein Associates Division, Applied Research Associates.
- Mueller, S. T., Sieck, W. R., & Veinott, E. S. (2007). *Cultural metrics: A finite mixture models approach* (Final report prepared through participation in the Advanced Decision Architectures Collaborative Technology Alliance sponsored by the U.S. Army Research Laboratory under Cooperative Agreement DAAD-19-01-2-0009 (07TA2-SP1-RT1)). Fairborn, OH: Klein Associates, A Division of Applied Research Associates.
- Mueller, S. T., & Veinott, E. S. (2008a). Cultural mixture modeling: A method for identifying cultural consensus. *ARA Technology Review, 4*(May).
- Mueller, S. T., & Veinott, E. S. (2008b). Culture mixture modeling: A method for identifying cultural consensus. *ARA Technology Review, 4*(1), 39-45.
- O'Dea, A., Harris-Thompson, D., Malek, D. A., & Crandall, B. W. (2007). Developing metrics for assessing collaborative problem solving over technology, *Naturalistic Decision Making 8 Conference*. Asilomar Conference Grounds, Pacific Grove, CA.
- O'Dea, A., Malek, D. A., Harris-Thompson, D., Dominguez, C. O., & Rougier, E. A. (2005). *Assessing team collaboration in intelligence teams* (Final Report prepared under Subcontract 4400062705 for SAIC, Arlington, VA). Fairborn, OH: Klein Associates.
- O'Dea, A., Ross, K. G., McHugh, A., Phillips, J. K., McCloskey, M., & Mills, J. A. (2006). *Global teams: Enhancing the performance of multinational forces through collaborative online training* (Final report prepared for U.S. Army Research Institute for the Behavioral and Social Sciences under Contract #W74V8H-04-C-0036). Fairborn, Ohio: Klein Associates.
- Orasanu, J., Serfaty, D., Ilgen, D. R., Klein, G., Levis, A. H., Salas, E., & Schiflett, S. G. (1998, October). *Fifteen years of team research: What have we learned? Where are we going?* Paper presented at the Proceedings of the Human Factors and Ergonomics Society 42nd Annual Meeting, Chicago, IL.
- Peluso, D. A. (2004). Cognitive challenges of long-term care surveying [Presentation and handouts for CMS Training Coordinators Conference]. Fairborn, Ohio: Klein Associates Inc.

- Peluso, D. A., & McCloskey, M. (2003). *eMAGINE: electronic Medium for Authoring and Generating INstructional Exercises* (Functional test document prepared for Navy Contract No. N61339-02-C-0157, CDRL A003). Fairborn, OH: Klein Associates Inc.
- Peluso, D. A., Mills, J. A., Ross, K. G., Harris, D., Baxter, H. C., McCloskey, M., Palmer, A., & Marvin, D. (2004). *Leveraging expertise: A web-based authoring tool for scenario generation*. Paper presented at the Interservice/Industry Training, Simulation, and Education Conference.
- Phillips, J. K., Battaglia, D. A., Wiggins, S. L., Baxter, H., & Mills, J. A. (2002). *Facilitation materials for OOTW Decision Net training* (Technical Report No. F33165-00-C-6003 for AFRL/HEA, Mesa, AZ). Fairborn, OH: Klein Associates Inc.
- Phillips, J. K., Battaglia, D. A., Wiggins, S. L., Baxter, H., & Mills, J. A. (2003). *Facilitation guide for online OOTW training* (Manual deliverable for Contract #F33615-00-C-6003. Prepared for Air Force Research Laboratory, Mesa, AZ). Fairborn, OH: Klein Associates Inc.
- Phillips, J. K., Baxter, H. C., & Harris, D. S. (2003). *Evaluating a scenario-based training approach for enhancing situation awareness skills* (Technical Report prepared for ISX Corporation under contract DASW01-C-0036). Fairborn, OH: Klein Associates Inc.
- Phillips, J. K., Klein, G., Hahn, B. B., & Militello, L. G. (2000). *A review of methods for capturing and leveraging undocumented knowledge* (Final Report Prepared for Electric Power Research Institute, Inc. Under Agreement EP-P2244/C993): Klein Associates Inc.
- Phillips, J. K., Klein, G., & Sieck, W. R. (2004). Expertise in judgment and decision making: A case for training intuitive decision skills. In D. J. Koehler & N. Harvey (Eds.), *Blackwell handbook of judgment & decision making* (pp. 297-315). Victoria, Australia: Blackwell Publishing.
- Phillips, J. K., McCloskey, M., McDermott, P. L., Wiggins, S., Battaglia, D. A., & Klein, G. (2001a). *Decision skills training for small-unit leaders in military operations in urban terrain*. Research Report No. 1776 for Contract DASW01-99-C-0002, U.S. Army Research Institute for the Behavioral and Social Sciences, Alexandria, VA (No. No. 1776). Fairborn, OH: Klein Associates.
- Phillips, J. K., McCloskey, M. J., McDermott, P. L., Wiggins, S. L., Battaglia, D. A., Thordsen, M. L., & Klein, G. (2001b). *Decision-centered MOUT training for small unit leaders* (Research Report 1776 for Contract DASW01-99-C-0002 for U.S. Army Research Institute for the Behavioral and Social Sciences). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADA394066, <http://www.dtic.mil>].
- Phillips, J. K., McDermott, P. L., Thordsen, M., McCloskey, M. J., & Klein, G. (1998). *Cognitive requirements for small unit leaders in military operations in urban terrain* (No. Army

Research Report 1728). Alexandria, VA: U.S. Army Research Institute for the Behavioral and Social Sciences [also published as DTIC No. ADA35505, <http://www.dtic.mil>].

Phillips, J. K., Shafer, J., Ross, K. G., & Cox, D. A. (2005). *Behaviorally anchored rating scales for the assessment of tactical thinking mental models* (Final Technical Report prepared under Contract No. W74V8H-04-C-0018 for the US Army Research Institute Behavioral and Social Sciences). Fairborn, Ohio: Klein Associates.

Phillips, J. K., Shafer, J., Ross, K. G., Cox, D. A., & Shadrick, S. B. (2005). *A behaviorally anchored assessment tool to measure tactical thinking proficiency*. Paper presented at the Interservice/Industry Training, Simulation, and Education Conference (I/ITSEC) 2005, Orlando, FL.

Pliske, R. M., Crandall, B., & Klein, G. (2004). Competence in weather forecasting. In K. Smith, J. Shanteau & P. Johnson (Eds.), *Psychological investigations of competence in decision making* (pp. 40-70). Cambridge, MA: Cambridge University Press.

Pliske, R. M., Green, S. L., Crandall, B. W., & Zsombok, C. E. (2000). *The collaborative development of expertise (CDE): A training program for mentors*. Paper presented at the *Society for Industrial and Organizational Psychology*, New Orleans, LA.

Pliske, R. M., & Klein, G. (1998). The naturalistic decision making perspective. In S. L. Schneider & J. Shanteau (Eds.), *Emerging perspectives in decision making*. Cambridge, MA: Cambridge University Press.

Pliske, R. M., Klinger, D., Hutton, R., Crandall, B., Knight, B., & Klein, G. (1997). *Understanding skilled weather forecasting: Implications for training and the design of forecasting tools. Technical Report AL/HR-CR-1997-0003*. Brooks AFB, TX: U.S. Air Force Armstrong Laboratory.

Pliske, R. M., McCloskey, M. J., & Klein, G. (1998). Facilitating learning from experience: An innovative approach to decision skills training. In *Fourth Naturalistic Decision Making Conference*. Warrington, VA: Klein Associates Inc.

Pliske, R. M., McCloskey, M. J., & Klein, G. (2001). Decision skills training: Facilitating learning from experience. In E. Salas & G. Klein (Eds.), *Linking expertise and naturalistic decision making* (pp. 37-53). Mahwah, NJ: Lawrence Erlbaum & Associates.

Pliske, R. M., Militello, L. G., Phillips, J. K., & Battaglia, D. A. (2001a). Evaluating a decision skills training approach for the U. S. Army. *Proceedings of the Human Factors and Ergonomics Society 45th Annual Meeting*, 366-370.

Pliske, R. M., Militello, L. G., Phillips, J. K., & Battaglia, D. A. (2001b). *Evaluating an approach to decision skills training* (Technical and Evaluation Report for U.S. Army Research

- Institute No. DASW01-99-C-0002). Fairborn, OH: Klein Associates Inc.
- Rall, E. L., Klein, G., McHugh, A. P., Harris, D. S., Moon, B. M., Mills, J. A., Klein, H. A., & Kuperman, G. G. (2003). *Seeing psychological operations through a cultural lens* (Final Technical Report prepared under Contract #F33615-98-D-6000 for AFRL/HECA, Wright-Patterson AFB, OH). Fairborn, OH: Klein Associates Inc.
- Rasmussen, L. J., Sieck, W. R., & Smart, P. (2008). US/UK Cultural differences in mental models of planning. *Proceedings of NATO HFM-141 Symposium on Adaptability in Coalition Teamwork*.
- Readeringer, W. O. (2004). How they really think: Capturing the context of consumer decision making. *Quirk's*, 54-58.
- Reed, F. D., & Klinger, D. W. (1991). *A case-based reasoning system for performing manufacturing assessments: Phase II* (No. Contract F33615-89-C-5702 for ASD/PMRRC Wright-Patterson AFB, OH). Fairborn, OH: Klein Associates Inc.
- Ross, K. G., Battaglia, D. A., Hutton, R. J. B., & Crandall, B. (2003a). *Development of an instructional model for tutoring tactical thinking* (Final Technical Report for Subcontract No. SHAI-COMM-01; Prime Contract No. DASW01-01-C-0039 submitted to Stottler Henke Associates Inc., San Mateo, CA). Fairborn, OH: Klein Associates.
- Ross, K. G., & Klein, G. (2003b). *Commanding @ the speed of thought* (Draft report dated 8-16-03 for ARLADA Macrocognition). Fairborn, OH: Klein Associates Inc.
- Ross, K. G., Klein, G., Thunholm, P., Schmitt, J. F., & Baxter, H. C. (2004a). The recognition-primed decision model. *Military Review*, LXXIV(4), 6-10.
- Ross, K. G., Klein, G., Thunholm, P., Schmitt, J. F., & Baxter, H. C. (2004b). The recognitional planning model: Application for the objective force unit of action (UA). *Military Review*.
- Ross, K. G., McHugh, A., Moon, B. M., Klein, G., Armstrong, A. A., & Rall, E. (2002). *High-level cognitive processes in field research* (Year One Final Report under Contract 02TA2-SP1-RT1 for U.S. Army Research Laboratory under Cooperative Agreement DAAD19-01-2-0009). Fairborn, OH: Klein Associates Inc.
- Ross, K. G., McHugh, A. P., Harris, D. S., & Pliske, R. M. (2003c). *Assessment of macrocognition in small unit leader training* (Final Technical Report for Contract #DASW01-03-P-0185 U.S. Army Research Institute, Ft. Benning, GA). Fairborn, OH: Klein Associates Inc.
- Ross, K. G., Phillips, J. K., Klein, G., & Cohn, J. (2005). *Creating expertise: A framework to guide technology-based training* (Final Report prepared under Contract M67854-04-C-8035 for Marine Corps System Command/Program Manager for Training Systems

under the sponsorship of the Office of Naval Research MARCORSSYSCOM/
PMTRASYS, Orlando, FL). Fairborn, OH: Klein Associates Inc.

- Ross, K. G., & Shafer, J. L. (2004). *Macroognitive knowledge representation and design* (Year Four Final Report (#04TA1-SP3-RT3) prepared for Micro Analysis and Design and U. S. Army Research Laboratory under Cooperative Agreement DAAD19-01-2-0009). Fairborn, OH: Klein Associates.
- Ross, K. G., Thunholm, P., Uehara, M. A., McHugh, A., Crandall, B., Battaglia, D. A., Klein, G., & Harder, R. (2003d). *Unit of action battle command: Decision-making process, staff organizations, and collaborations. Report prepared through collaborative participation in the Advanced Decision Architectures Consortium sponsored by the U.S. Army Research Laboratory under the Collaborative Technology Alliance Program, Cooperative Agreement DAAD19-01-2-0009* (Report prepared through collaborative participation in the Advanced Decision Architectures Consortium sponsored by the U.S. Army Research Laboratory under the Collaborative Technology Alliance Program, Cooperative Agreement DAAD19-01-2-0009). Fairborn, OH: Klein Associates.
- Ross, W. A., Baxter, H. C., & Ross, K. G. (2005). *TRAC battle command experiment* (Final Technical Report submitted under Subcontract No. S-16707.1 for Applied Research Associates). Fairborn, OH: Klein Associates.
- Ross, W. A., Ross, K. G., & Baxter, H. C. (2005). *Demonstration of the cognitive task analysis process to frame decision-making behaviors within a future battlespace* (Final Technical Report prepared under Subcontract No. S-16707.1 for Applied Research Associates Inc., Albuquerque, NM). Fairborn, OH: Klein Associates Inc.
- Rothman, J., & Klein, G. (1993). The role of pre-negotiation in addressing "intransigent" conflicts. *International Journal of Group Tensions*, 23(3), 225-244.
- Salas, E., & Klein, G. (2001). *Linking expertise and naturalistic decision making*. Mahwah, NJ: Lawrence Erlbaum & Associates.
- Schmitt, J., & Klein, G. (1999a). A recognitional planning model. *Proceedings of the 1999 Command and Control Research and Technology Symposium*, 1, 510-521.
- Schmitt, J. F., & Klein, G. (1996). Fighting in the fog: Dealing with battlefield uncertainty. *Marine Corps Gazette*, 80, 62-69.
- Schmitt, J. F., & Klein, G. (1999b). How we plan. *Marine Corps Gazette*, 83(10), 18-26.
- Sestokas, J. M., & Burns, C. A. (2008). *Nuclear Weapons Center Formal Evaluation Report* (Final Report prepared under Contract #FA4819-07-D-0001 (3.0.1) for the AF Nuclear Weapons Center, 498th Nuclear Systems Group, Kirtland AFB, NM). Fairborn, OH:

Klein Associates Division, Applied Research Associates.

- Sestokas, J. M., & Hutton, R. J. B. (2008). *Supporting the development of a DSTA in-house CSE capability: Designing for sensemaking workshops* (Final Report prepared under DSTA Purchase Order POD 0613613 (SoW B) for Defence Science & Technology Agency, Singapore). Fairborn, OH: Klein Associates, A Division of Applied Research Associates.
- Sestokas, J. M., & Zimmerman, L. (2007). The importance of high-fidelity computer training for commanders in high stakes operational environments. *Poster session to be presented at the 8th International Conference on Naturalistic Decision Making, Monterey, CA.*
- Sieck, W. R., & Arkes, H. R. (2005a). The recalcitrance of overconfidence and its contribution to decision aid neglect. *Journal of Behavioral Decision Making, 18*(1), 29-53.
- Sieck, W. R., Klein, G., Peluso, D. A., Smith, J. L., & Harris-Thompson, D. (2004). *FOCUS: A model of sensemaking* (Final Technical Report submitted under Contract 1435-01-01-CT-3116 [Dept. of the Interior/GovWorks]. Prepared for U.S. Army Research Institute for Behavioral and Social Sciences, Alexandria, VA). Fairborn, OH: Klein Associates.
- Sieck, W. R., McHugh, A. P., Klein, G., Wei, S., & Klinger, D. W. (2004). *Uncertainty management for teams: The strategy of developing shared understanding in the face of uncertainty* (Final Report under Prime Contract No. N00014-04-M-0148, Phase I SBIR (N04-116) for the Office of Naval Research, Arlington, VA). Fairborn, OH: Klein Associates.
- Sieck, W. R., McHugh, A. P., & Smith, J. L. (2006). Use of cognitive field research methods to investigate cultural groups: The case of individual decision making in Middle Eastern Crowds. In R. Sun & N. Miyake (Eds.), *Proceedings of the 28th Annual Conference of the Cognitive Science Society* (pp. 2164-2168): Sheridan.
- Sieck, W. R., Merkle, E. C., & Van Zandt, T. (2007). Option fixation: A cognitive contributor to overconfidence. *Organizational Behavior and Human Decision Processes, 103*, 68-83.
- Sieck, W. R., Smith, J. L., & McHugh, A. P. (2005b). *Team competencies in multinational collaboration* (Final Report prepared under Cooperative Agreement DAAD19-01-2-0009 and Subcontract No. 05-R2-SP1-RT1 for the U.S. Army Research Laboratory). Fairborn, OH: Klein Associates.
- Sieck, W. R., Smith, J. L., McHugh, A. P., Veinott, E. S., & Mueller, S. T. (2007). *Crowd cultures: An investigation of decision making in Middle Eastern crowds* (Final technical report submitted under Prime Contract: FA8650-05-C-6549; Phase II SBIR (AF04-072) and submitted to AFRL/HEDR, Brooks AFB, TX). Fairborn, OH: Klein Associates, A Division of Applied Research Associates, Inc.
- Stanard, T. (2003). Collaborative development of expertise: A training program that promotes

- knowledge transfer. *Journal of Human Factors* (submitted).
- Stanard, T., Lewis, W. R., Cox, D. A., & Malek, D. A. (2004). An exploratory qualitative study of computer network attacker cognition. *Proceedings of the Human Factors and Ergonomics Society 48th Annual Meeting*, 401-405.
- Stanard, T., Lewis, W. R., Cox, D. A., Malek, D. A., & Moon, B. B. (2004). *Understanding attacks and attackers: Closing the gap between system administrators and the networks they defend* (Final Report prepared for USAF, AFMC, AFRL under Contract No. F30602-01-C-0051). Fairborn, OH: Klein Associates.
- Stanard, T., McDermott, P. L., Thordsen, M. L., & Militello, L. G. (1998). *Advancing TRIAD through knowledge elicitation, training, and security protocol* (No. Technical Report under Subcontract 98-10337 for Sonalysts, Inc., Waterford: CT). Fairborn, OH: Klein Associates Inc.
- Stanard, T., Thordsen, M., & McDermott, P. (2000). *Developing a TACMEMO taxonomy to support an electronic TACMEMO authoring environment*. Paper presented at the Threats, Countermeasures, and Situational Awareness: Teaming for Survivability Symposium and Exhibition, Virginia Beach, VA.
- Stanard, T., Uehara, M. A., & Hutton, R. J. B. (2003). *Decision-centered design: Principles & processes* (Year 1 report prepared through participation in the Advanced Decision Architectures Collaborative Technology Alliance [Contract #02TA1-SP3-RT2] sponsored by the U. S. Army Research Laboratory under Cooperative Agreement DAAD19-01-2-0009). Fairborn, OH: Klein Associates.
- Stanard, T., Zsombok, C. E., Pliske, R. M., Armstrong, A. A., Green, S., McDonald, D. P., & Smith-Jentsch, K. A. (2001a). *Collaborative development of expertise (CDE): A mentoring-based on-the-job training program* (Final Report. Prepared for the Naval Air Warfare Center Training Systems Division, under Contract No. N61339-98-C-0026). Fairborn, OH: Klein Associates Inc.
- Stanard, T. W., Hutton, R. J. B., McDermott, P. L., W., W., & McIlwaine, S. (2001b). *A computational model of driver decision making at a traffic light intersection*. Paper presented at the Driving Assessment 2001: International Symposium on Human Factors in Driver Assessment, Training, and Vehicle Design, Aspen, CO.
- Stanard, T. W., Lewis, W. R., & Cox, D. A. (2004). *Understanding attacks and attackers: Closing the gap between system administrators and the networks they defend* (Draft Final Report prepared for Air Force Research Laboratory, Rome AFB, NY under Contract No. F30602-01-C-0051, CDRL A008). Fairborn, OH: Klein Associates Inc.
- Stanard, T. W., Pliske, R. M., Armstrong, A. A., Green, S. L., Zsombok, C. E., McDonald, D. P., & Crandall, B. W. (2002). Collaborative development of expertise: Evaluation of an on-the-

- job (OJT) training program. *Proceedings of the Human Factors and Ergonomics Society 46th Annual Meeting, 2007-2011*.
- Stanard, T. W., Thordsen, M. L., & McCloskey, M. J. (2001c). *Cognitive task analysis and work-centered support system recommendations for a deployed network operations support center (NOSC-D)* (Technical Report F33615-99-D-6001). Wright-Patterson AFB, Ohio: Air Force Research Laboratory [also published as DTIC No. ADA406712, <http://www.dtic.mil>].
- Stottler, R., & Thordsen, M. L. (1997). *Artificial intelligence techniques for the Pilot Approach Decision Aid Logic (PADAL) System* (No. Contract No. 68335-96-C-0205 for Naval Air Warfare Center, Aircraft Division, Lakehurst, NJ). San Mateo, CA: Stottler Henke Associates Inc.
- Strobhar, P. E., Bishop, R., & Harris-Thompson, D. (2007). Center aims to boost pipeline controller performance. *Pipeline & Gas Journal*(November), 70-74.
- Taynor, J., Crandall, B., & Wiggins, S. (1987). *The reliability of the critical decision method* (No. Contract MDA903-86-C-0170 for the U.S. Army Research Institute Field Unit, Alexandria, VA). Fairborn, OH: Klein Associates Inc.
- Taynor, J., Klein, G. A., & Batchelor, C. L. (1987). *A prediction model for estimating performance impacts of maintainer stress levels* (No. Contract F33657-84-D-0315 for the Air Force Human Resources Laboratory, Wright-Patterson AFB, OH). Fairborn, OH: Klein Associates Inc.
- Taynor, J., Klein, G. A., & Thordsen, M. (1987). *Distributed decision making in wildland firefighting* (No. Contract MDA903-85-C-0327 for U.S. Army Research Institute, Alexandria, VA). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADA225413, <http://www.dtic.mil>].
- Thordsen, M. (1998a). Display design for Navy landing signal officers: Supporting decision making under extreme time pressure. In E. Hoadley & I. Benbasat (Eds.), *Proceedings of the Fourth Americas Conference on Information Systems* (pp. 255-256). Madison, WI: Omnipress.
- Thordsen, M., Galushka, J., Young, S., & Klein, G. A. (1987). *Distributed decision making in a command and control planning environment* (No. Contract MDA903-86-C-0170 for the U.S. Army Research Institute, Alexandria, VA). Fairborn, OH: Klein Associates Inc.
- Thordsen, M., Hutton, R., & Anastasi, D. (1998). The cognitive function model. *Proceedings of the Human Factors and Ergonomics Society 42nd Annual Meeting, 1*, 385-389.
- Thordsen, M., Klein, G. A., Michel, R., & Sullivan, E. (1988). *Methods for providing direct feedback about decision processes for command-and control classroom exercises* (Final

Technical Report No. Prepared for Contract MDA903-87-C-0523 for the U.S. Army Research Institute, Aviation Research and Development Activity, Ft. Rucker, AL). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADA231760].

- Thordsen, M. L. (1991). A comparison of two tools for cognitive task analysis: Concept mapping and the critical decision method. *Proceedings of the Human Factors Society 35th Annual Meeting, 1*, 283-285.
- Thordsen, M. L. (1998b). A test of a team performance error taxonomy: Including preliminary examination of the relationship between domain attribute and error distribution. Manuscript in preparation.
- Thordsen, M. L., Brezovic, C. P., & Klein, G. A. (1988). *A decision support quotient for evaluating the performance of decision support systems* (A final report prepared under Contract MDA903-86-C-0170 for the U. S. Army Research Institute for the Behavioral and Social Sciences, Alexandria, VA). Fairborn, OH: Klein Associates Inc.
- Thordsen, M. L., & Calderwood, R. (1989). *Protocol analysis of flight crew decision making during simulated malfunctions* (No. Order No. A72145C for the NASA/Ames Research Center, Moffett Field, CA). Fairborn, OH: Klein Associates Inc.
- Thordsen, M. L., Galushka, J., Klein, G. A., Young, S., & Brezovic, C. P. (1990). *A knowledge elicitation study of military planning* (No. Technical Report 876 for the U.S. Army Research Institute for the Behavioral and Social Sciences, Alexandria, VA). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADA219969, <http://www.dtic.mil>].
- Thordsen, M. L., Henke, A., King, J. A., & Stottler, R. H. (1989). *A case-based reasoning system for conceptual design and software modeling* (No. Contract F33657-88-C-2145 for USAF/AFSC, Aeronautical Systems Division/XRX, Wright-Patterson AFB, OH). Fairborn, OH: Klein Associates Inc.
- Thordsen, M. L., Henke, A., & Wolf, S. (1990). *Case-based reassigning training estimation systems in manpower, personnel, and training* (No. Final Report under Contract F41622-89-C-1009 for the AFHRL/MODJ, Brooks AFB, TX). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADB161473, <http://www.dtic.mil>].
- Thordsen, M. L., & Klein, G. A. (1988). *Methods for providing direct feedback about decision process for command and control classroom exercises* (No. Final Report under Contract MDA903-86-C-0170 for the U.S. Army Research Institute for the Behavioral and Social Sciences, Alexandria, VA). Fairborn, OH: Klein Associates Inc.
- Thordsen, M. L., & Klein, G. A. (1989). Cognitive processes of the team mind. *Proceedings of the IEEE International Conference on Systems, Man, and Cybernetics*. Cambridge, MA.
- Thordsen, M. L., & Klein, G. A. (1990a). *Cognitive analysis of C2 decision making*. Paper

presented at the Proceedings of the Seventh Annual Workshop on Command-and-Control Decision Aiding, Dayton, OH.

- Thordsen, M. L., & Klein, G. A. (1990b). Cognitive features of team decision making. *Proceedings of the 1990 NAECON Meeting*, 891-893.
- Thordsen, M. L., & Klein, G. A. (1991). *Training implications of a team decision model*. Paper presented at the Proceedings of the Sixth Industrial Symposium on Aviation Psychology, Columbus, OH.
- Thordsen, M. L., Klein, G. A., & Wolf, S. (1990). *Observing team coordination within Army rotary-wing aircraft crews* (Contract MDA903-87-C-0523 for the U.S. Army Research Institute, Aviation Research and Development Activity, Ft. Rucker, AL). Fairborn, OH: Klein Associates Inc.
- Thordsen, M. L., Klein, G. A., & Wolf, S. P. (1991). *Using a cognitive model to evaluate teamwork* (No. Contract MDA903-90-C-0119 for the U.S. Army Research Institute for the Behavioral and Social Sciences, Alexandria, VA). Fairborn, OH: Klein Associates Inc.
- Thordsen, M. L., Klein, G. A., Wolf, S. P., & Banks, J. (1993). *Development of a cognitive model to evaluate teamwork in command-and-control teams* (No. Contract MDA903-90-C-0119 for the U.S. Army Research Institute for the Behavioral and Social Sciences, Alexandria, VA). Fairborn, OH: Klein Associates Inc.
- Thordsen, M. L., & Klinger, D. W. (2001). *3rd Infantry Division, In-country data collection findings. Eagle Base and Base Camps (05-18 January 2001)* (Data collection report prepared under Contract N61339-01-C-0048). Fairborn, OH: Klein Associates.
- Thordsen, M. L., & Klinger, D. W. (2003). *Developing adaptive teams and team leaders for stability and support operations* (Final Report prepared under Contract #DAAD19-01-C-0065). Fairborn, OH: Klein Associates.
- Thordsen, M. L., Kyne, M., & Klein, G. (1994). *A model of advanced team decision making and performance* (No. Contract MDA903-92-C-0098 for the U.S. Army Research Institute, Presidio-Monterey, CA). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADA400497].
- Thordsen, M. L., McCloskey, M. J., Heaton, J. K., & Serfaty, D. (1998). *Decision-centered development of a mission rehearsal system* (Technical Report No. 98-008). Orlando, FL: Naval Air Warfare Center Training Systems Division.
- Thordsen, M. L., Militello, L. G., & Klein, G. (1992). *Cognitive task analysis of critical team decision making during multiship engagements* (No. Contract F33615-90-C-0005 for Williams AFB, AZ). Fairborn, OH: Klein Associates Inc.

- Thordsen, M. L., Wolf, S. P., & Crandall, B. (1990). *User-defined requirements for the JSTARS self-defense suite* (No. Contract F33615-88-D-0536 in conjunction with the Unisys Corporation for the Armstrong Aerospace Medical Research Laboratory, Human Systems Division, Air Force Systems Command, Wright-Patterson AFB, OH). Fairborn, OH: Klein Associates Inc.
- Veinott, B., Klein, G., Mueller, S., Smith, J. L., Sieck, W. R., & Klein, H. A. (2008). *Experiment and analysis: The effect of strategies and technology within multicultural influence operations* (Final Report prepared under Prime Contract #05-D-7137, Subtask 3 for FGM, Inc., Reston, VA). Fairborn, OH: Klein Associates, A Division of Applied Research Associates, Inc.
- Veinott, E., Klein, G., Smith, J. L., Sieck, W. R., & Klein, H. A. (2007). *Research and analysis: Indirect messaging and its application within multicultural influence operations* (Final report prepared under Contract #05-D-7137, Subtask 1 and submitted to FGM, Inc., Reston, VA). Fairborn, OH: Klein Associates, A Division of Applied Research Associates.
- Weitzenfeld, J. S., Riedl, T. R., Freeman, J. T., Klein, G. A., & Musa, J. (1991). Knowledge elicitation for software engineering expertise. In *Fifth Software Engineering Institute (SEI) Conference on Software Engineering Education* (pp. 283-296). NY: Springer-Verlag.
- Whitaker, L. A., & Baynes, T. (1988). *Situation assessment fireground commander training study* (No. Final Report under Contract MDA903-86-C-0170 for the U.S. Army Research Institute for the Behavioral and Social Sciences, Alexandria, VA). Fairborn, OH: Klein Associates Inc.
- Whitaker, L. A., & Cuqlock-Knopp, G. (1990). *Prototyping an adaptive decision aid for off- road navigation* (No. Report A241260 under Contract DAAA15-89-C-0505 for the U. S. Army Command Human Engineering Laboratory, Aberdeen Proving Ground, MD.). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADA241260, <http://www.dtic.mil>].
- Whitaker, L. A., & Klein, G. A. (1988). *Stress resistant displays*. Paper presented at the Proceedings of the 11th Biennial DoD Psychology Conference, Colorado Springs, CO.
- Whitaker, L. A., Klein, G. A., & King, J. A. (1988). *A case-based expert system for performing manufacturing assessments* (No. Contract AFWAL-TR-88-4066 for the Air Force Wright Aeronautical Laboratories, Wright-Patterson AFB, OH). Fairborn, OH: Klein Associates Inc.
- Whitaker, L. A., Taynor, J., Wiggins, S. L., & Perea, A. (1988). *Case-based reasoning system for computerized training of survivability/vulnerability analysis* (No. Contract F29601-87-C-0216 for the Air Force Weapons Laboratory, Kirtland AFB, NM). Fairborn, OH: Klein

Associates Inc. [also published as DTIC No. ADB131511, <http://www.dtic.mil>].

- Whitaker, L. A., & Wiggins, S. L. (1989). Bidder's associate: A case-based reasoning system to improve cost estimates of manufactured products. In *IEEE International Conference on Systems, Man and Cybernetics* (Vol. 2, pp. 521-522). Cambridge, MA.
- Whitaker, L. A., Wiggins, S. L., & Klein, G. A. (1989). *Using qualitative or multi-attribute similarity to retrieve useful cases from a case base*. Paper presented at the Proceedings of the 2nd Annual Case-Based Reasoning Workshop, Pensacola, FL.
- Wiggins, S. L. (2003). *Developing a decision-making exercise for training team-oriented joint operations* (Final report prepared for NAVAIR Orlando TSD under Contract No. N61339-01-P-0228). Fairborn, OH: Klein Associates.
- Wiggins, S. L., Dominguez, C. O., Long, W. G., & Miller, T. E. (2006). *Display recommendations for support of submarine commanding officer decision making* (Final Report prepared under Subcontract No. IH-N174-07-KA01 (Dynamic Animation Systems, Inc.), under Prime Contract No. N00174-03-D-0007 and prepared for COMSUBDEVRON Twelve, Groton, CT.). Fairborn, OH: Klein Associates, A Division of Applied Research Associates.
- Wiggins, S. L., & Klinger, D. W. (2001). *Modeling and applying distributed training for multi-platform naval air missions* (Final Option Task Summary Report for Contract N613399-98-C-0062, NAWCTSD, Orlando, FL). Fairborn, OH: Klein Associates Inc.
- Wolf, S., Hutton, R., Miller, T. E., & Klein, G. (1995). *Application of the decision-centered design approach to the air defense planning process* (Summary Report No. PO TC392277 for Litton Data Systems). Fairborn, OH: Klein Associates Inc.
- Wolf, S., Klein, G., & Serfaty, D. (1997). *Information management in complex organizations: Models, measures, and training* (No. Contract No. DASW01-95-C-0156 for Alphatech, Inc., Burlington, MA). Fairborn, OH: Klein Associates Inc.
- Wolf, S., Klein, G., Thordsen, M., & Klinger, D. (1991). *Factors affecting the decision making of fire direction officers* (No. Contract DAA15-90-C-1054 for the U. S. Army Ballistics Research Laboratory). Fairborn, OH: Klein Associates Inc.
- Zimmerman, L. A., & Harris-Thompson, D. (2008a). Developing expertise. In *ARA Technology Review* (Vol. 4). Albuquerque, NM: Applied Research Associates.
- Zimmerman, L. A., Sestokas, J. M., & Burns, C. A. (2008). *Living in the hot seat: Mentoring software to support JFACC performance* (Final Report prepared under Contract # FA8750-05-C-0077 for AFRL/IFSA, Rome, NY.). Fairborn, OH: Klein Associates, A Division of Applied Research Associates.

- Zsombok, C. E. (1993a). Advanced team decision making in C2 settings. In *Proceedings of the 1993 Symposium on Command and Control Research* (pp. 45-52). McLean, VA: Science Applications International Corporation, Information Systems Division.
- Zsombok, C. E. (1993b). *Advanced team decision making: A model and training implications* (No. Contract MDA903-90-C-0117 for the U.S. Army Research Institute, Alexandria, VA). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADA289855, <http://www.dtic.mil>].
- Zsombok, C. E. (1993c). Implications of a recognition decision model for consumer behavior. In L. McAlister & M. L. Rothschild (Eds.), *Advances in Consumer Research* (Vol. 20, pp. 239-244).
- Zsombok, C. E. (1995). *High performance OJT: New power for the world of work* (No. Prepared under Contract #MDA903-93-C-0092 for the U.S. Army Research Institute for the Behavioral and Social Sciences). Fairborn, OH: Klein Associates Inc.
- Zsombok, C. E. (1997a). *High performance OJT through learning management*. Paper presented at the 12th Annual Conference of the Society for Industrial and Organizational Psychology, St. Louis, MO.
- Zsombok, C. E. (1997b). *High performance OJT through learning management: A program evaluation and recommendations for continued success* (No. Contract with the Los Angeles County Fire Department). Fairborn, OH: Klein Associates Inc.
- Zsombok, C. E. (1997c). Naturalistic decision making research and improving team decision making. In C. Zsombok & G. Klein (Eds.), *Naturalistic decision making* (pp. 111-120). Mahwah, NJ: Lawrence Erlbaum & Associates.
- Zsombok, C. E. (1997d). Naturalistic decision making: Where are we now? In C. Zsombok & G. Klein (Eds.), *Naturalistic decision making* (pp. 3-16). Mahwah, NJ: Lawrence Erlbaum & Associates.
- Zsombok, C. E., & Alkema, J. (1998, January). There's a giant sleeping in your fire station. *Speaking of Fire*, 6, 14-22.
- Zsombok, C. E., Beach, L. R., & Klein, G. (1992). *A literature review of analytical and naturalistic decision making* (No. Contract N66001-90-C-6023 for the Naval Command, Control and Ocean Surveillance Center, San Diego, CA). Fairborn, OH: Klein Associates Inc.
- Zsombok, C. E., Crandall, B., & Militello, L. (1994). *OJT: Models, programs, and related issues* (Final Technical Report No. Contract MDA903-93-C-0092 for the U.S. Army Research Institute for the Behavioral and Social Sciences, Alexandria, VA). Fairborn, OH: Klein

Associates Inc.

Zsombok, C. E., Kaempf, G. L., Crandall, B., & Kyne, M. (1996). *OJT: A cognitive model of prototype training program for OJT providers* (No. Contract No. MDA903-93-C-0092 for the U.S. Army Research Institute for the Behavior & Social Sciences, Alexandria, VA). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. ADA314546, <http://www.dtic.mil>].

Zsombok, C. E., & Klein, G. (Eds.). (1997). *Naturalistic decision making*. Mahwah, NJ: Lawrence Erlbaum & Associates.

Zsombok, C. E., Klein, G., Kyne, M., & Klinger, D. W. (1993a). *Advanced team decision making: A model for high performance teams* (No. Contract MDA903-90-C-0117 for U.S. Army Research Institute for the Behavioral and Social Sciences). Fairborn, OH: Klein Associates Inc.

Zsombok, C. E., Klein, G., Kyne, M., & Klinger, D. W. (1993b). How teams excel: A model of advanced team decision making. In *Performance Technology-1993, Selected Proceedings of the 31st NSPI Conference* (pp. 19-27). Chicago, IL: NSPI.

Zsombok, C. E., Klein, G., Kyne, M. M., & Klinger, D. W. (1992). *Advanced team decision making: A developmental model* (No. Contract MDA903-90-C-0117 for U.S. Army Research Institute for the Behavioral and Social Sciences). Fairborn, OH: Klein Associates Inc. [also published as DTIC No. 259512].

Zsombok, C. E., & Klein, G. A. (1991). A corporate culture of expertise. In *Proceedings of the ASTD National Conference on Technical and Skills Training* (pp. 107-115). Cincinnati, OH.

Zsombok, C. E., & Kyne, M. M. (1991). *Results of test of draft training program* (No. Technical Report under Contract MDA903-90-C-0117 for the U.S. Army Research Institute, Alexandria, VA.). Fairborn, OH: Klein Associates Inc.