

Case Study Title

CRM CASE STUDY

Name

- Personal Info
- Etc.

Question Policy

Overview

- Objectives
- Critical Skills Review
- Case Study Focus Skill
- Synopsis
- Focus Questions

Objectives

- Terminal Objective
- Enabling Objective

Crew Resource Management

- Allows crew to interact effectively while performing mission tasks
- Effects behavior modifications in order to lessen crew preventable errors and other human causal factors
- Improves mission effectiveness through increased awareness of associated behavioral skills

CRM Critical Skills Review

- Decision Making (DM)
- Assertiveness (AS)
- Mission Analysis (MA)
- Communication (CM)
- Leadership (LD)
- Adaptability/Flexibility (AF)
- Situational Awareness (SA)

Case Study Focus Skill

ASSERTIVENESS

- The willingness to actively participate, state, and maintain your position until convinced by the facts that other options are better.
- Requires the Courage and the Initiative to act

Assertive Behaviors

- Providing relevant information without being asked
- Making suggestions
- Asking questions as necessary
- Confronting ambiguities
- Maintain position when challenged
- Stating opinions on decisions
- Refusing an unreasonable request

Rules of Thumb

- Most Conservative Response Rule

If disagreement in the aircraft exists, take the most conservative action until more information is available

- Two Challenge Rule

In extreme situations, if the pilot does not respond to two demands, the copilot should take the controls

Creating an Assertive Statement

Typically use active verbs or recommend an action

- Get the attention of the receiver
- State your concern
- Offer a solution
- Ask for feedback

Situations Requiring Assertiveness

- Pre-flight brief
- In-flight
- Debrief

Synopsis

Focus Questions

Focus Questions

Remember

- Each crew member must be willing to act assertively if they are going to fulfill their responsibility towards mission success
- Use assertive statements rather than overly aggressive or passive behavior
- It's what you don't say that can kill you

Questions?

(Aircraft) CASE STUDY

TITLE:

FOCUS SKILL:

Assertiveness

SOURCE:

OBJECTIVES:

TERMINAL OBJECTIVES:

Upon completion of this case study the audience will understand the importance of Assertiveness in the demanding field of Naval Aviation.

ENABLING OBJECTIVES:

- 1.
- 2.

DESCRIPTION:

INTRODUCTORY TEACHING POINTS:

What is Assertiveness?

Assertiveness refers to the willingness to actively participate, state, and maintain a position until convinced by the facts that other options are better.

Requires the courage and initiative to act.

Includes:

- Making decisions
- Demonstrating initiative and the courage to act
- Stating and maintaining your position until convinced otherwise by the facts

Assertive Behaviors:

- Providing relevant information without being asked
- Making suggestions
- Asking questions as necessary
- Confronting ambiguities
- Maintaining position when challenged
- Stating opinions on decisions/procedures
- Refusing an unreasonable request

Rules of Thumb

Most Conservative Response Rule

If disagreement in the aircraft exists, take the most conservative action until more information is available to avoid irrational decisions based on psychological factors.

Two Challenge Rule

In extreme situations, if the pilot does not respond to two demands (e.g. "Pull up! Pull up!"), the copilot should take the controls.

Creating an Assertive Statement:

Assertive statements typically use active verbs or recommend an action. To create an assertive statement:

- Get the attention of the receiver
- State your concern
- Offer a solution
- Ask for feedback

Situations Requiring Assertiveness:

- Pre-flight brief
- In-flight
- Debrief

Remember:

- Each aircrew member must be willing to act assertively if they are going to fulfill their responsibility toward mission success
- Use assertive statements rather than overly aggressive or passive behavior
- It's what you don't say that can kill you!

INSTRUCTOR DIRECTIONS: Divide the participants into case study discussion groups. If the class is small, each member can work on their own. Present the case study using the following steps:

1. Describe the goal of the case study exercise and present the focus questions. Ask if anyone has questions about the exercise objectives or the focus questions.
2. Allow time to read and discuss the synopsis in relation to the focus questions.
3. Lead a discussion or have groups present their findings in relationship to the focus questions. Highlight key points on the board or other medium as discussion develops.

DESCRIPTIVE SYNOPSIS:

1. (Synopsis with annotations)
2. Possible Synopsis Additions
 - a.
 - b.
 - c.
3. List of focus and support CRM skills:

- a. **Decision Making:** The ability to choose a course of action using logical and sound judgment based on the available information.
- b. **Assertiveness:** The willingness to actively participate, state, and maintain a position until convinced by the facts that other options are better.
- c. **Mission Analysis:** The ability to develop short-term, long-term, and contingency plans and to coordinate, allocate, and monitor crew and aircraft resources.
- d. **Communication:** The ability to clearly and accurately send and receive information, instructions, or commands; and provide useful feedback.
- e. **Leadership:** The ability to direct and coordinate the activities of crew members and to encourage the crew to work together as a team.
- f. **Adaptability/Flexibility:** The ability to alter a course of action based on new information, maintain constructive behavior under pressure, and adapt to internal and external environmental changes.
- g. **Situational Awareness:** The degree of accuracy by which one's perception of the current environment mirrors reality.

FOCUS QUESTIONS AND ANSWERS

- 1.
- 2.
- 3.
- 4.
- 5.

SUMMARY TEACHING POINTS

- 1.
- 2.
- 3.

(Aircraft) CASE STUDY

TITLE:

SOURCE:

DESCRIPTIVE SYNOPSIS:

FOCUS QUESTIONS:

- 1.
- 2.
- 3.
- 4.
- 5.