

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

COMMUNICATION

- The ability to clearly and accurately send and receive information, instructions, or commands; and provide useful feedback

Process of Communication

- Sender's responsibilities
 - Communicating information clearly, accurately, concisely, and in a timely manner
 - Requesting verification or feedback
 - Verbalizing plans
- Receiver's responsibilities
 - Acknowledge communication
 - Repeat information
 - Paraphrase information
 - Clarify information
 - Provide feedback

Why is communication important?

- Conduct effective missions
- Avoid mishaps
- Pass information from one person to another
- Maintain group situational awareness

Overcoming Barriers

- Use active listening techniques
- Require feedback
- Use appropriate mode of communication and decibel level
- Use standard terminology

Synopsis

Focus Questions

Focus Questions

Remember

- The greatest enemy of effective communication is the illusion of it
- Effective communication is vital, both inside and outside the cockpit
- Be aware of barriers to communication and attempt to overcome them

Questions?

(Aircraft) CASE STUDY

TITLE:

FOCUS SKILL: **Communication**

SOURCE:

TERMINAL OBJECTIVE: Upon completion of this case study the audience will understand the importance of Communication in aircraft operations.

ENABLING OBJECTIVES: 1.
2.

DESCRIPTION:

INTRODUCTORY TEACHING POINTS:

What is Communication?

Effective communication refers to the ability to clearly and accurately send and receive information, instructions, or commands; and provide useful feedback.

Why is communication important?

It is important to make sure that everyone involved fully understands what is being communicated in order to:

- Pass information from one person to another
- Maintain group situational awareness
- Conduct effective missions
- Avoid mishaps

Sender's Responsibilities:

- Communicating information clearly
- Conveying information accurately concisely, and in a timely manner
- Requesting verification or feedback
- Verbalizing plans

Receiver's Responsibilities:

- Acknowledge communication
- Repeat information
- Paraphrase information
- Clarify information
- Provide useful feedback

Communications Checklist

Sender:

- Provide information as required
- Provide information when asked
- Convey information concisely
- Convey useful information
- Convey accurate information
- Verbalize plans
- Use non-verbal communication appropriately

Receiver:

Acknowledge communication
Repeat information
Reply with questions or comments
Ask for clarification
Provide useful feedback

Overcoming Barriers to Communication:

- Use active listening techniques
- Require feedback
- Use appropriate mode of communication & decibel level
- Use standard terminology

Remember:

- The greatest enemy of effective communication is the illusion of it!
- Effective communication is vital at all times, both inside and outside the cockpit.
- Be aware of barriers to communication and attempt to overcome them.

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 any questions about the exercise objective 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 findings in relationship to the focus questions. Highlight key points on 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:

SYNOPSIS:

FOCUS QUESTIONS:

1.

2.

3.

4.

5.