

## **(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. What THREATS came "at" the crew and what Strategies were used to Prepare for Threats and initially deal with them?
2. What ERRORS came "from" the crew and how did they use CM to Repair the Errors?
3. What Undesired Aircraft State was achieved and how did the crew use CM to Recover?
4. What could have been done to avoid this situation?

### **SUMMARY TEACHING POINTS:**

- 1.
- 2.
- 3.

## **(Aircraft) CASE STUDY**

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**SOURCE:**

**SYNOPSIS:**

### **FOCUS QUESTIONS:**

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# 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
- A program to effect behavior modifications in order to prevent human factor and crew preventable errors
- To improve 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?

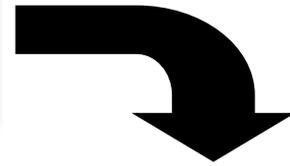
- Conduct effective missions
- Avoid mishaps
- Pass information from one person to another
- Maintain group situational awareness

# Overcoming Barriers

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

# Synopsis

# MISSION EFFECTIVENESS



Safe  
Operations

Threats

Prepare

Strategies

Errors

Repair

Resist /  
Resolve

CRM/TEM

Undesired  
Aircraft  
State

Recover

Incident/Accident

## CRM 7 Critical Skills

Decision Making

Assertiveness

Mission Analysis

Communication

Leadership

Adaptability / Flexibility

Situational Awareness

### Identify:

- Threats
- Strategies
- Errors
- Resist/Resolve

# Focus Questions

1. What THREATS came “at” the crew and what Strategies were used to Prepare for Threats and initially deal with them?
2. What ERRORS came “from” the crew and how did they use CM to Repair the Errors?
3. What Undesired Aircraft State was achieved and how did the crew Recover?
4. What could have been done to avoid this situation?

# Focus Question #1

- What THREATS came “at” the crew and what Strategies were used to Prepare for Threats and initially deal with them?



Identify and PREPARE

## Strategies to Prepare:

- CRM
- ORM
- TEM
- Clearly defined roles of aircrew members
- Complete briefing and effective communication
- NATOPS / System Knowledge

# Focus Question #2

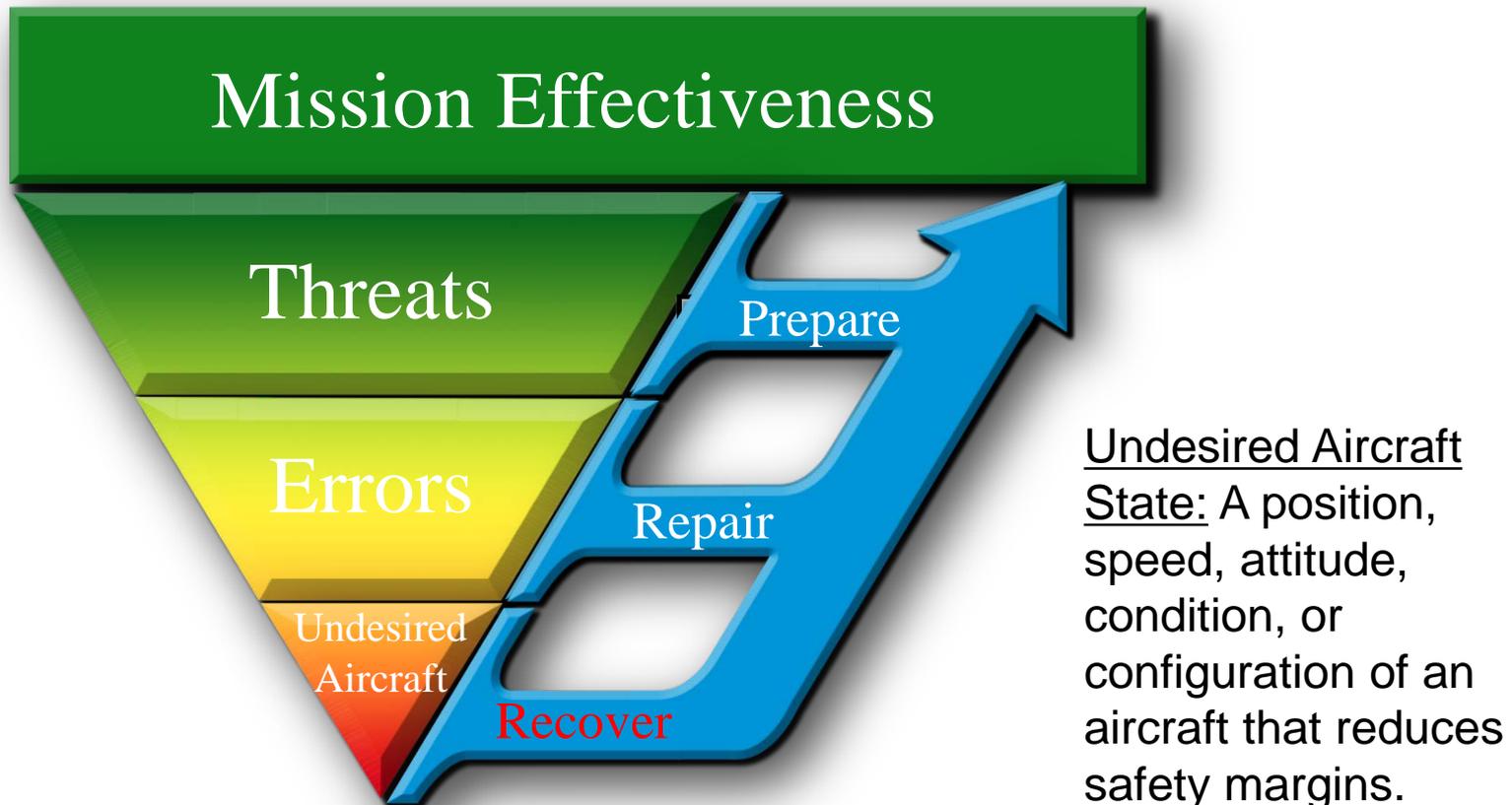
- What ERRORS came “from” the crew and how did they use CM to Repair the Errors?

↓ Errors ↓



# Focus Question #3

- What Undesired Aircraft State was achieved and how did the crew Recover?



Identify and **RECOVER**

# Focus Question #4

- What could have been done to avoid this situation?

# Remember

- The greatest enemy of effective communication is the illusion of it
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Questions?