CRM – I Want It My Way!

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Why That Perspective?

What makes you a good participant in a team process? The ability to:
- Learn (Categorize & Store)
- Perceive (listen or see or hear)
- Formulate (associate, create and adapt)
- Communicate (concur, challenge, persuade)
- React (multi-dimensional movement, speak)
Which way is up?
Math Problem

40
1000
10
1000
40
1000
10
10
Our learning mechanism has mapped or skills, knowledge, and perceptions for future use.

* Mapped often with repetition and emotions aiding in persistence and recall.
* What is your strength can be your weakness.
* Exuberance can either motivate or overwhelm others.

What makes the difference?
- Ability to see the impact of your behavior.
- Condition of your participant.
Why That Perspective?

What makes a bad participant in a team process?
– Poor or infrequent relearning; no learning
– Misperception
– Mis-Formulation
– Mis-Communication
– ultimately producing errors by co-mission or omission
Factors Affecting Performance

- Fatigue
- Stress
- Health (diseases, drug effects, etc)
- Physiological conditions
- Task complexity
- Training
- Etc …
Factors Affecting Performance

♦ Some we have control of:
  – Stress
  – Diseases
  – Task complexity
  – Fatigue
  – Training

♦ Some we don’t:
  – Stress
  – Physiological
  – Drugs
  – Task complexity
  – Training
CRM Assumptions

♦ Successful task completion involving multiple individuals
  – Scope of the team is rarely chosen usually dictated
  – Real Safety TARGET: Avoiding or catching errors

♦ Participants are
  – Willing [W] (attitude)
  – Capable [C] (skilled, knowledgeable)
  – Available [A] (functional and temporal/spatial proximity)
CRM Techniques

- Key parameter callout
- Use of checklist C&R
- Preflight briefing
- ORM assessment
- Safety Chase
- Formation standards
- Assignment of FO or copilot
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What about the other Participants

♦ Many of these techniques are designed to overcome the “personality”
  – Invoked by standards or policy
♦ However you need to optimize your actions to account for the realities of your participant.
  – Forces you to think ahead,
  – Consider delivery
  – View the whole scenario, not just the instant
Example

- 2 Pilot mission
- Common mission profile (2 hour round robin)
- Other pilot will fly earlier and join you at the 8 hour point in his day.
- You flew with the individual a month ago in the sim, he ended up turning the wrong way on a procedure turn— you caught it.
- Contractor with 5000 total hours and flies another single seat aircraft
Are your participants willing, capable, and available?
Communication is critical to CRM based on the participants willingness, capability and availability.

However, we often fail to use what we do know (or presume) of the real condition of other persons on the team.

Many CRM techniques try to raise those conditions of others to a minimum level.

These can be enhanced if we take the time to inventory other team member’s conditions.