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
Human Perception/Response

♦ 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 our strengths can be our 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
<table>
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<th>Technique</th>
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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

Available?
Summary

♦ 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.