



# **Civil Air Patrol Pilot Continuation Training**

**The Seven Skills of  
Crew Resource Management**

**STUDENT COURSE BOOK**

# MISSION/FLIGHT ANALYSIS

What is Mission or Flight Analysis?

PHASES OF MISSION or FLIGHT ANALYSIS include:

Preflight

In-flight

Post flight

PRE-FLIGHT ANALYSIS involves:

Planning

Preparation

Briefing

CHARACTERISTICS OF AN EFFECTIVE BRIEF

Professional

Stays Focused

Assigns Responsibilities

Interactive

Complete

IN-FLIGHT MISSION ANALYSIS involves:

Short-term Planning

Monitoring Mission Progress

**POST- MISSION ANALYSIS is:**

**Selective Review**

**Interactive**

**Timely**

## **ASSERTIVENESS**

**WHAT IS ASSERTIVENESS?**

**COMFORT LEVEL**

**BEHAVIOR CONTINUUM – See yourself below?**

<b>PASSIVE</b>	<b>ASSERTIVENESS</b>	<b>OVER AGGRESSIVENESS</b>
<b>Overly courteous</b> <b>"Beats around the bush"</b> <b>Avoids Conflicts</b> <b>"Along for the ride."</b>	<b>Active Involvement</b> <b>Readiness to take action</b> <b>Provide useful information</b> <b>Makes suggestions</b>	<b>Domination</b> <b>Intimidation</b> <b>Abusive / Hostile</b>

**BARRIERS TO ASSERTIVENESS**

**Position of Authority**

**Experience**

**Rank**

**Lack of Confidence**

**Fear of Reprisal**

# DECISION MAKING

What is Decision Making?

Assessing the problem

Verifying information

Identifying solutions

Anticipating consequences of

Informing others of decision and rationale

Evaluating decisions

# COMMUNICATION

WHAT IS COMMUNICATION?

TYPES OF COMMUNICATION

Verbal – (Involves Words)

Spoken

Written

Non-Verbal – (Everything but Words)

Gestures

Voice Intonation

## PROCESS OF COMMUNICATION

### SENDER'S RESPONSIBILITY

Communicate in Appropriate Mode

Verbal versus Non-verbal

Convey Information Accurately and Concisely

Provide Information at the Appropriate Time

Request Verification or Feedback

### RECEIVERS RESPONSIBILITY

Actively Listen

Active versus Passive Role

Take action as a result of Communication

Answer, or Respond, to Communications

Ask for Clarification of Unclear Communication

### BARRIERS TO COMMUNICATION

Noise

Rank/Experience

Task Overload

Gender

Attitudes

Culture

Identifying and Reporting Challenges or Changes

**POST- MISSION ANALYSIS is:**

**Selective Review**

**Interactive**

**Timely**

## **LEADERSHIP**

**WHAT IS LEADERSHIP?**

**TYPES OF LEADERSHIP**

**DESIGNATED LEADERSHIP**

**Responsible**

**Makes Final Decisions**

**Normal Mode of Leadership**

**FUNCTIONAL LEADERSHIP**

**Leadership by Knowledge or Expertise**

**Occurs when the Need Arises**

**RESPONSIBILITIES OF LEADERSHIP**

**Crew Performance**

**Direct Actions**

**Ask for Assistance**

## **TRAITS OF AN EFFECTIVE LEADER**

**Respected**

**Decisive**

**Delegates Tasks**

**Provides Feedback**

**Leads by Example**

**Keeps Crew Informed**

**Open to Suggestions**

**Builds Team Spirit**

**Directs and Coordinates Activities**

**Maintains a Professional Atmosphere**

**Knowledgeable of how to do the Mission**

## **ADAPTABILITY and FLEXIBILITY**

**WHAT IS ADAPTABILITY and FLEXIBILITY?**

**SITUATIONS THAT REQUIRE QUICK ADAPTATION**

**When un-briefed Situations Arise**

**When a Routine Mission Becomes an Emergency**

**When transitions Occurs**

**When a Crew Member is Incapacitated**

**When interactions are strained**

## **MAINTAINING ADAPTABILITY / FLEXIBILITY**

**Anticipate Problems**

**Recognize and Acknowledge any change**

**Offer alternative solutions**

**Provide and Ask for Assistance**

**Interact Constructively with Others**

## **SETTING THE TONE FOR ADAPTABILITY/FLEXIBILITY**

**Establish an open, professional atmosphere.**

**Ensure the crew understands the mission.**

**Can you give situations where you had to be flexible to ensure mission accomplishment?**



# SITUATIONAL AWARENESS

What is Situational Awareness?

PERCEPTION VERSUS REALITY

View of Situation

Incoming Information

Expectations & Biases

Incoming Information versus Expectations

FACTORS THAT REDUCE SITUATIONAL AWARENESS

Insufficient Communication

Fatigue / Stress

Task Overload

Task Under load

“Press on Regardless” Philosophy and Degraded Operating Conditions

# Crew Resource Management Video

Notes

Take notes throughout the video. Be prepared to discuss your notes with the class.

Detach and use the following general flight briefing during your future pre-flight briefings.

## **GENERAL FLIGHT BRIEFING**

### **1. GENERAL**

- a. Time Hack
- b. Identify PIC/Call Sign/Tail Number
- c. Medical Status, Crew Rest, Rings, Jewelry, required clothing
- d. Aircraft Fuel State, Weight & Balance, Take-off and Landing Data, a/c maintenance status

### **2. MISSION**

- a. Flight requirements
- b. Takeoff Time
- c. Weather – Existing, Forecast, Required
- d. NOTAMS & TFRs – Check

### **3. TAKEOFF & DEPARTURE**

- a. Planned Runway
- b. Departure Routing
- c. Assigned Area
- d. Satellite Airfield Operations

### **4. AREA WORK**

- a. Maneuver Profile
- b. Parameters

### **5. RECOVERY - Corridor/Arrival Routing**

### **6. PATTERN WORK**

- a. Pattern Profile, Entry, & Altitudes
- b. Wake Turbulence/Spacing

### **7. ADDITIONAL INFORMATION**

- a. Clearing/Areas of Potential Conflict
- b. Checks/Radio Procedures
- c. Transfer of Aircraft Control
- d. Required Fuel for Mission

### **8. EMERGENCY PROCEDURES**

- a. Crew Responsibilities
- b. Takeoff Emergencies
- c. Emergency Ground Egress
- d. Physiology Incident
- e. Emergency Divert Airfields

### **9. ORM CONSIDERATIONS**

### **10. QUESTIONS**

## **PASSENGER BRIEFING GUIDE**

### **1. GROUND OPERATIONS**

- a. Call sign/Takeoff Time
- b. Ramp Safety/Foreign Object Damage Possibility
- c. Switches/Levers
- d. Entry and Exit Door Operations
- e. Seat Position and Use of Passenger Restrain System

### **2. FLIGHT OVERVIEW**

- f. Takeoff/Departure Procedures
- g. Route of Flight
- h. Clearing

### **3. EMERGENCY PROCEDURES**

- i. Location of Onboard Emergency Equipment
- j. Emergency Ground Exit/Egress Operations
- k. Takeoff/Abort Conditions
- l. In-flight Physiological – airsickness, Ear/Sinus Block

### **4. PROHIBITIONS**

- m. No Smoking
- n. Radios/Cameras
- o. Flammable items on board
- p. Alcohol or drugs
- q. Personal Electronic Equipment

### **5. Other Items** – As determined by the PIC