



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?

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

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 pre-flight briefing.

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