

Crew Resource Management

Crew Performance Standards

SITUATIONAL AWARENESS

- a. Accomplishes appropriate pre-flight planning.
- b. Sets and monitors targets.
- c. Stays ahead of the aircraft by preparing for expected or contingency situations.
- d. Monitors weather, aircraft systems, instruments, and ATC communications.
- e. Shares relevant information with the rest of the crew.
- f. Uses advocacy/inquiry to maintain/regain situational awareness.
- g. Recognizes error chain clues and takes action to break links in the chain.
- h. Communicates objectives and gains agreement when appropriate.
- i. Uses effective listening techniques to maintain/regain situational awareness.

STRESS

- a. Recognizes symptoms of stress in self and others.
- b. Maintains composure, calmness, and rational decision making under stress.
- c. Adaptable to stressful situations/personalities.
- d. Uses stress management techniques to reduce effects of stress.
- e. Maintains open, clear lines of communication when under stress.
- f. Manages low stress situations to prevent complacency and boredom.

COMMUNICATION

- a. Establishes open environment for interactive communications.
- b. Conducts adequate briefings to convey required information.
- c. Recognizes and works to overcome barriers to communications.
- d. Operational decisions are clearly stated to other crew members and acknowledged.
- e. Crewmembers are encouraged to state their own ideas, opinions and recommendations.
- f. Crewmembers are encouraged to ask questions regarding crew actions.
- g. Assignment of blame is avoided. Focuses on **WHAT** is right, not **WHO** is right.
- h. Keeps feedback loop active until operational goal/decision is achieved.
- i. Conducts debriefings to correct substandard/inappropriate performance and to reinforce desired performance.

SYNERGY AND CREW CONCEPT

- a. Ensures that group climate is appropriate to operational situation.
- b. Coordinates flight crew activities to achieve optimum performance.
- c. Uses effective team building techniques.
- d. Demonstrates effective leadership and motivation techniques.
- e. Uses all available resources.
- f. Adapts leadership style to meet operational and human requirements.
- g. Encourages input/participation from all crewmembers.

WORKLOAD MANAGEMENT

- a. Communicates crew duties and receives acknowledgment.
- b. Sets priorities for crew activities.
- c. Recognizes and reports overloads in self and in others.
- d. Eliminates distractions in high workload situations.
- e. Maintains receptive attitude during high workload situations.
- f. Uses other crewmember.
- g. Avoids being a "one man show."

DECISION MAKING

- a. Anticipates problems in advance.
- b. Uses SOPs in decision making process.
- c. Seeks information from all available resources when appropriate.
- d. Avoids biasing source of information.
- e. Considers and weighs impact of alternatives.
- f. Selects appropriate courses of action in a timely manner.
- g. Evaluates outcome and adjust/reprioritizes.
- h. Recognizes stress factors when making decisions and adjusts accordingly.
- i. Avoids making a decision and then going in search of facts that support it.

ADVANCED/AUTOMATED COCKPITS

- a. Follows automation related SOPs.
- b. Specifies pilot and copilot duties and responsibilities with regard to automation.
- c. Verbalizes and acknowledges entries and changes in flight operation.
- d. Verifies status and programming of automation.
- e. Selects appropriate levels of automation.
- f. Programs automation well in advance of maneuvers.
- g. Recognizes automation failure/invalid output indications.