



NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

November 1, 2013

Attachment 15 – FlightSafety Documents

OPERATIONAL FACTORS

ERA13MA139

Table Of Contents

A. FLIGHTSAFETY DOCUMENTS 2

 1.0 Accident Captain’s Training Summary 2

 2.0 FlightSafety CRM Training Aids..... 3

A. FLIGHTSAFETY DOCUMENTS

1.0 Accident Captain’s Training Summary



Training History

DOCS	Course	Customer	Location	Start Date	Completion Date/Status	Course Critique	Training Authorization
	Premier, 61.58 Recurrent PIC	Executive Shuttle(0000017167)	Wilmington	03Jan13	01/05/13		
	LiveLearning Cold Weather Operations	Executive Shuttle(0000017167)	Wilmington	12Jul12	07/12/12		
	LiveLearning TAWS	Executive Shuttle(0000017167)	Wichita Cessna	11Jul12	07/11/12		
	LiveLearning ALAR/CFIT	Executive Shuttle(0000017167)	Wichita Cessna	26Jun12	06/26/12		
	US Terminal and Enroute RNAV Operations	Executive Shuttle(0000017167)	Hawker Beechcraft	19Jun12	06/19/12		
	Domestic Reduced Vertical Separation Minimums	Executive Shuttle(0000017167)	Hawker Beechcraft	19Jun12	06/19/12		
	Enrichment Pilot Monitoring	Executive Shuttle(0000017167)	Hawker Beechcraft	15Jun12	06/15/12		
	TCAS II/ACAS II	Executive Shuttle(0000017167)	Wichita Cessna	15Jun12	06/15/12		
	Precision Runway Monitor (PRM) Operations	Executive Shuttle(0000017167)	Hawker Beechcraft	14Jun12	06/14/12		
	Premier, 61.157 Initial	Executive Shuttle(0000017167)	Hawker Beechcraft	07Jun12	06/22/12		

Richard Trammell
Training

Scott Diekmeyer
~~Signature~~
Apr 19, 2013
0902 hrs

2.0 FlightSafety CRM Training Aids

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. Decisions and answers are provided openly and non-defensively.
- 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 acknowledgement.
- 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

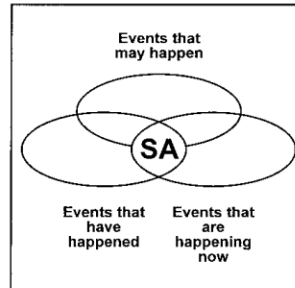
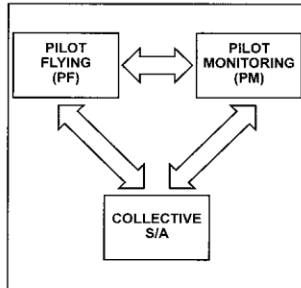
- a. Anticipates problems in advance.
- b. Uses SOPs in decision making process.
- c. Seeks information from all available resources when appropriate.
- d. Avoids biasing source of information.
- e. Considers and weighs impact of alternatives.
- f. Selects appropriate courses of action in a timely manner.
- g. Evaluates outcome and adjusts/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.

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SITUATIONAL AWARENESS IN THE COCKPIT



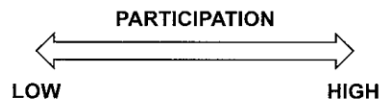
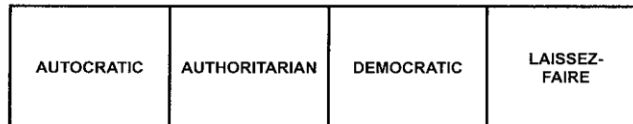
CLUES TO IDENTIFYING:

- Loss of Situational Awareness
- Links In the Error Chain

OPERATIONAL	<ol style="list-style-type: none"> 1. FAILURE TO MEET TARGETS 2. UNDOCUMENTED PROCEDURE 3. DEPARTURE FROM SOP 4. VIOLATING MINIMUMS OR LIMITATIONS 5. FAILURE TO MONITOR
HUMAN	<ol style="list-style-type: none"> 6. COMMUNICATIONS 7. AMBIGUITY 8. UNRESOLVED DISCREPANCIES 9. PREOCCUPATION OR DISTRACTION 10. CONFUSION OR EMPTY FEELING 11. NEED TO HURRY / LAST MINUTE CHANGES 12. FATIGUE

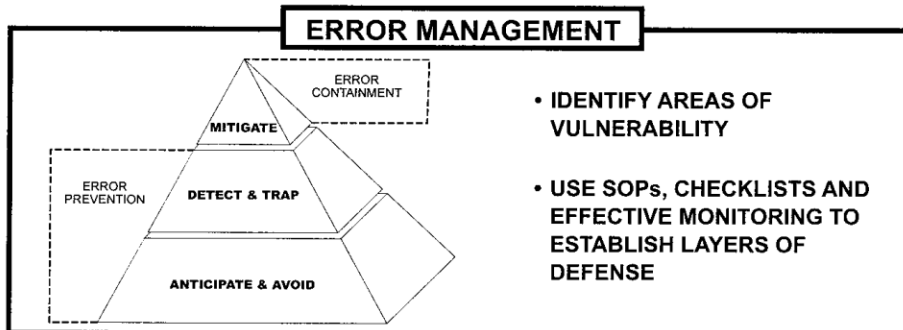
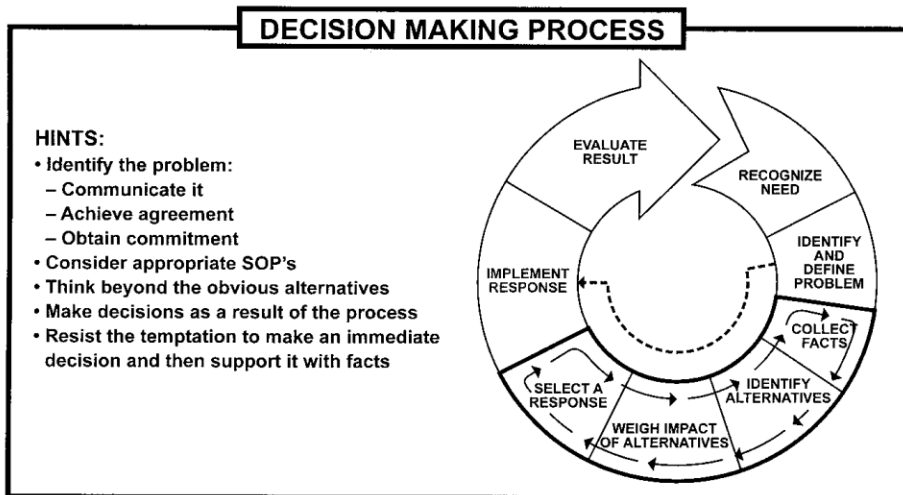
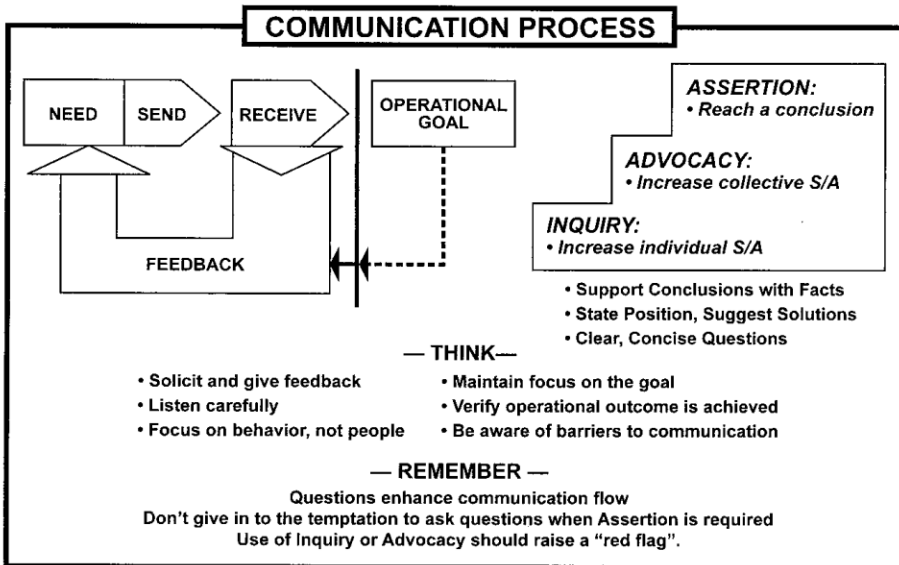
COMMAND AND LEADERSHIP

**LEADERSHIP STYLES
VARY WITH SITUATION**



- Command** — Designated by Organization
- Cannot be Shared
- Leadership** — Shared among Crewmembers
- Focuses on "What's right," not "Who's right"

CREW RESOURCE MANAGEMENT



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