

AAETS Representation report

Dates: 10-11 February 2015

Location: Seoul, South Korea

Representative: Michael Kay, ICAEA President

Aim: To represent ICAEA, promote the association in North Asia and continue to strengthen links with Halldale, the symposium organiser.

Background: The event was requested by the Korean regulatory authority in response to concerns about unchecked growth in the country and safety concerns. Approximately 800 delegates (80% locally based) attended the event, although perhaps not all at the same time.

ABSTRACT of Michael's presentation

Cross-cultural communications – implications for training and safety

Flight crews and cabin crews are increasingly being exposed to a diverse array of different cultural backgrounds as the industry continues to be globalised. While English has become the accepted language for communication among multi-cultural flight crew and with ATC, the effect of cultural background on the communication interface is often underestimated. The effectiveness of communication is not just a feature of an individual's isolated language proficiency skills, but also the confluence of each participant's skills, perceptions and culture.

Language use in aviation is sociocultural in nature. The cross-cultural communicative interface is sensitive to issues including language proficiency imbalances and resulting authority shifts, views of turn taking, interpretations of silence, awareness of language hedging and how cultural backgrounds play a collective role in constructing discourse.

During non-routine situations it is inevitable that risks to safety can emerge as the gap widens at the communicative interface. If the causes for such gaps are not recognised, misunderstandings result with possible safety consequences.

Should training in human factors pay more attention to the role of culture and its influence on aviation communications? What can be done through training to integrate awareness of culture in communication for critical situations? We will explore a case where underlying cultural background can interact at the cross cultural interface with potential safety implications.

Outcomes:

- 1) A few familiar Korean faces appeared after the ICAEA presentation, notably a small delegation from the ministry of transport who have attended ICAEA events in Asia previously. Questions during the break also arose about the role of ICAEA in the region regarding advising the industry on training and testing practices.
- 2) Chris Long, Halldale (see feedback below), also proposed that ICAEA do more within the region to lift the ICAO LPR standards, as it is seen something already addressed by many.

3) An informal discussion was held with CAT magazine CEO, on how they may be able to assist ICAEA in marketing of our regional events. To be followed up.

4) Halldale has requested the presentation be delivered again at APATS Bangkok -2015. This should be a much cheaper exercise given I am based in Bangkok.

5) My impression was that ICAEA, over the course of several Halldale events, is forging links with this group and is well positioned in the near future to leverage of this to benefit from their sway with marketing and the logistics of setting up our own events.

6) The less tangible outcome is ICAEA now has some exposure in North Asia, however, to build on this, consideration needs to be given to how we improve our recognition in 2015/16 and develop a membership base from within Asia.

Links to key information about the event:

<http://halldale.com/aaets#.VPXLRkdXerU>

Feedback from Halldale, after the symposium:

Dear Mike,

I enjoyed your presentation, and am sure that the delegates got a lot out of it - not least because you delivered it at a cadence and clarity which respected the competence of the audience. I hope that you got as much out of the conference as you put in.

We briefly discussed APATS 2015, and, even though we are still awaiting the input from a final group of airlines, I am pretty certain that Aviation English will feature as a favoured topic.

Again, many thanks and congratulations for an excellent presentation.

Best, Chris.