

ICAEA INTERNATIONAL AVIATION ENGLISH FORUM

Human factors, communications and safety

Day 1: Language and its role in human factors: the most important tool in communication

09:00 – 09:10	Forum opening: ICAEA and Turkish Aviation Academy
09:10 – 09:45	Culture and language in Training , Captain Jacques Drappier
09:45 – 10:20	The role of language in human factors and CRM , Elizabeth Mathews
10:20 – 10:55	Air-ground cross cultural communication – implications for training and safety , Michael Kay
11.00 – 11.30	Coffee Break
11:30 – 12:15	Panel: Q&A from the floor <ul style="list-style-type: none"> • First hand experiences from the flight deck and cabin (Jacques Drappier) • Human factors, language and safety (Elizabeth Mathews) • Cross-cultural communicative competence – ground to air HF issues (Michael Kay)

12:15 – 13:30 **Lunch**

Workshops: Defining the issues

	Group A	Group B
13:30 – 14:30	Workshop 1: <ul style="list-style-type: none"> • Can we train for cross-cultural communicative competence? Michael Kay 	Workshop 2: <ul style="list-style-type: none"> • <i>Recognising causes of communication breakdown. Using a matrix to identify communicative deficiencies, Elizabeth Mathews</i>
14.30 – 14.45	Coffee Break	
14:45 – 15:45	Workshop 2: <ul style="list-style-type: none"> • <i>Recognising causes of communication breakdown. Using a matrix to identify communicative deficiencies, Elizabeth Mathews</i> 	Workshop 1: <ul style="list-style-type: none"> • Can we train for cross-cultural communicative competence? Michael Kay
16:00 – 18:30	Arranged tour tulips flowering in their own environment <i>*tulips are native to Turkey*</i>	
18.30 – 21:30	Dinner by the Bosphorus, hosted by Turkish Aviation Academy	

Day 2: Expanding the role of training: new approaches for in-house language training

09:00 – 09:10	Introduction to Day 2
09:10 – 09:40	A balance of competencies – training needs of cabin crew <i>Terence Gerighty, ICAEA and Melike Dundar Combaux, Turkish Airlines</i>
09:40 – 10:10	Communicating situational awareness , <i>Koray Balkose, Turkish Airlines</i>
10:10 – 10:40	Human factors, TRM and communication from the ATC perspective , <i>Bunjevac Svetlana, EUROCONTROL</i>
10:40 – 11:15	Pilot-controller communications and culture in human factors training <i>Michel Connally, Ecole Nationale de l'Aviation Civile, France</i>
11.15 – 11.45	Coffee Break
11:45 – 12:40	Panel: Developing awareness of cross cultural communications <ul style="list-style-type: none"> • Cabin training for contemporary international airlines, <i>Melike Dundarcombaux</i> • Pilots communication needs beyond ATC, <i>Koray Balkose</i> • TRM implementation training – obstacles and achievements, <i>Bunjevac Svetlana</i> • Preparing aviation personnel for real-world encounters, <i>Michael Connally</i>
12:40 – 13:40	Lunch

Workshops: On the job training

	Group A	Group B	Group C
13:40 – 14:40	Workshop 3: • <i>Pragmatic and linguistic politeness issues in CRM training, Vicki Hollett</i>	Workshop 4: • <i>Training needs beyond the LPRs, Peggy Wegler</i>	Workshop 5: • <i>HF training for air-ground comms, Michael Connally</i>
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17:15 – 17:45	Panel: Discussion and Q&A: beyond the LPRs - emerging training needs in aviation <i>Workshop leaders and speakers</i>		
17:45 – 18:00	Conference closure		
