

The logo for the International Civil Aviation English Association (ICAEA) is located in the top left corner. It features the acronym 'ICAEA' in a bold, blue, sans-serif font. To the right of the text is a stylized world map in a light grey color, showing the continents. A thick, yellow, wavy line curves across the top of the slide, starting from the left and extending towards the right, partially overlapping the world map.

ICAEA

International Civil Aviation English Association

International Conference:
*Managing Communication as a Factor in
Aviation Safety*

*Communication Considerations from the
Argentinian ATCOs' perspectives*

What are the priorities?

ERAU- Daytona 2018

Communication

Doc 9835

2.2.2

- Bi-directional, multi-level links



ICAEA

International Civil Aviation English Association

Communicative Competence

- Linguistic, social-linguistic and pragmatic competencies

Survey findings:

- 78% claim to have had some communications problems when interacting with pilots on the frequency.

The difficulties related to hearing perceptive capacity ATCOs weighed when contacting the pilot on the frequency are the following:

- 50% claim to be confronted with **informal language**;
- 33% claim to be confronted with **lack of modulation or lack of clarity**;
- 28% claim to be confronted with **the use of non-standard phrases**;

When confronted with **non-effective communication**

- 78% ask for repetition;
- 56% checks the information provided;

ATCOs weighed the **variables that interfere with communication** as follows:

- 56% claim to be confronted with a **use of high tone in order to show authority** on the frequency;
- 33% claim to be **exposed to changes in register, from formal to informal**

ATCOs weighed the most risky linguistic group to be understood as follows:

- 89% claim foreign pilots with English as a second language
- 50% claim native English speaking pilots

The nationalities that represent a communication challenge for ATCOs have been weighed as follows:

- 78% Brazilian
- 50% Other Europeans
- 44% Americans
- 17% British

The strong patterns of cultural behaviour that have a negative effect on communication skills have been weighed as follows:

- 83% claim being on the frequency longer than necessary
- 67% claim lack of compliance to standards and regulations
- 33% claim not questioning superior decisions

Non-verbal signs that may break the communication flow have been weighed as follows:

- 61% claim anxiousness
- 39% claim anger
- 28% claim fear
- 33% claim suspicion

Personality features that interfere in effective communication have been weighed as follows:

- 78% inability to **self assertion**
- 78% **emotional blackmail**
- 67% manipulation threats, poor self-esteem, difficulty in solving problems, hostility, intolerance, authoritarianism

Red-flag words that need to be clarified immediately in RT communication have been weighed as follows:

- 44% a different tone; hesitation
- 22% a question rather than an assertion

Vieira's proposal

CST (Communication Skills Training) to be incorporated into the curriculum, especially in extreme situations, with the need to develop skills of social interaction:

- To develop assertive behavior
- To feel less stress
- To act with ease and satisfaction
- To gain greater confidence
- To act with more tact
- To improve image and credibility
- To express disagreement in a convincing way
- To resist the attempt of manipulation, threats and emotional blackmail

Argentina's proposal

ICAO Doc 9868 on Competency-based Training

Communication as one of the competence units to develop in ATCOs.

It means to communicate effectively in all operational situations by selecting the most appropriate communication mode, demonstrating effective oral communication, as well as written, either automated or other non-verbal ways

Argentina's proposal

ICAO Performance Criteria depict the following observable behavior in ATCOs:

Speaks clearly, accurately and concisely

Uses appropriate vocabulary and expressions to convey clear messages

Uses standard radiotelephony phraseology, when prescribed.

Adjusts speech techniques to suit the situation

Demonstrates active listening by asking relevant questions and providing feedback

Verifies accuracy of read-backs and corrects as necessary

Uses plain language when standardized phraseology does not exist or the situation warrants it

Writes or inputs messages according to set protocol or clearly and concisely when it is required

Communicates worries and intentions appropriately



ICAEA

International Civil Aviation English Association

What are the implications all this information has on training?



ICAEA

International Civil Aviation English Association

Let's explore how the perceptions and concepts outlined may help when adapting ICAO Competency Framework to controllers' needs.

Time for working!



ICAEA

International Civil Aviation English Association

Thank you!