Factors affecting real-world pilot and ATC communication
Pilot and ATCO interview panel

The comments below were made by participants during ICAEA Webinar 6.

As many guiding principles, issues, suggestions and other important points were raised, they have been recorded here for future reference.

- Pilots sometimes need to resort to paraphrasing to avoid repeating the same language the ATCO is not clearly understanding.

- The Tiger Air pilot didn't communicate the severity of the emergency which hopefully would have made the ATC stop asking questions.

- FAA AC states that after declaring MAYDAY, a pilot has to report the nature of emergency, souls on board, and fuel endurance.

- The key skills to effective communications are anticipation and prioritizing.

- Here the importance of good interacting skills: checking, confirming and CLARIFYING (with simple language).

- Maintaining standard phraseology is extremely important in emergency situations.

- What is the correct phraseology to say "I heard you but I don't understand, please clarify without just saying again."

- I have heard "Unreadable" used in those situations.

- Rephrase using other words.

- Utilizing communication skills such as anticipating that of different countries, there are differences in understanding. So, with those skills, you will use techniques like paraphrasing or clarifying. Next use prioritizing skill to communicate only what you need and put aside unnecessary information.

- Standard phraseology most times is <u>not</u> sufficient during emergencies or non-routine situations.

- ICAO Level 4 and 5 should have language proficiency checks at shorter intervals than what is established now.

- KISS: <u>K</u>eep <u>I</u>t <u>S</u>hort and <u>S</u>imple.

- I wonder if the GoCat pilot, making an assumption about the shared aeronautical awareness of the ATCO, uses the word 'cowling' deliberately and specifically to highlight that a significantly large piece of metal from the engine has fallen from the aircraft - presenting a potential ground hazard at an aerodrome or over-populated areas. His assumption that the listener would recognise the gravity and specificity of the incident via the mention of the name for that specific aircraft part, was reasonable and justified in expecting a shared understanding of its meaning. Making the controller aware of the location and nature of the engine status to pass on to ground services is just being professional?

- ATC training in this case should include parts of aircraft, surely?

- More meetings between pilots and ATC.

- Assuring during training programs that utterance pace (speed of speech) counts a lot for non-native pilots.

- Include communication strategies in OJT (in fact any communication/human factor training) for native speaker Pilot and ATCOs.

- Spreading awareness regarding the rule of language in aviation safety.

- Analysing study cases like these is very useful.

For more information:

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