

**The effectiveness of ATC-Pilot radio communication around the world**  
*Pilot and ATCO interview panel*

|          |                        |  |
|----------|------------------------|--|
| 00:06:22 | Henry Emery:           | Good to see you all again!                         |
| 00:14:25 | Steve Straw:           | Hello from Gabon!                                  |
| 00:14:34 | Sebastien G.:          | Hello from France                                  |
| 00:14:40 | Henry Emery:           | Greetings everybody!                               |
| 00:14:42 | g.mahdjoub-araibi:     | Hello everybody from France                        |
| 00:14:44 | Henry Emery:           | And welcome!                                       |
| 00:14:46 | J Monteflor:           | Good evening from the Philippines                  |
| 00:14:46 | Beatrice:              | Hello from Brazil                                  |
| 00:14:48 | Christina:             | Good morning from Denver                           |
| 00:14:48 | Claudia Helguera:      | hello to everyone from Argentina! Claudia Helguera |
| 00:15:01 | Paweł Nowocień:        | Hello form Poland                                  |
| 00:15:11 | Paolo Gramigna:        | Hello from Italy                                   |
| 00:15:14 | Haryani:               | Hello everyone....                                 |
| 00:15:17 | Jena Lynch:            | Hello from the USA!                                |
| 00:15:18 | Norma Bravo:           | Morning from Argentina                             |
| 00:15:22 | julianajcs:            | Hello from Brazil                                  |
| 00:15:42 | Abdullahi Hersi:       | Hello from Somalia                                 |
| 00:15:58 | Bozena Slawinska:      | Hello from Poland                                  |
| 00:15:59 | Moussa B. TAMBOURA:    | Greetings from Niamey, Niger, Africa.              |
| 00:16:05 | Hery Yudistira:        | Good evening from Indonesia                        |
| 00:16:10 | Kittipong KS:          | Evening from Thailand                              |
| 00:16:14 | Kevin Poole:           | Hello from Columbus, Ohio (USA)                    |
| 00:16:15 | Henry Emery:           | Welcome to the webinar everyone!                   |
| 00:16:19 | ABDULKAREEM AL-JAISHI: | Hi from Yemen                                      |
| 00:16:24 | Rosemary:              | Hello from France                                  |
| 00:16:29 | yara Mahmoud:          | Greetings from Egypt                               |
| 00:16:57 | Dayang Siti Awi:       | hello fr Malaysia                                  |
| 00:17:59 | Thiago Silva:          | Welcome everyone!                                  |
| 00:18:30 | Valerie Wilson:        | Hello everyone from Montpellier, France            |
| 00:18:44 | Salamat Fashe:         | Hello everyone, from Nigeria                       |
| 00:19:35 | David Johnson:         | Hello, Bonjour, Bom dia, Hi to everyone, welcome!  |
| 00:21:54 | Arie Harsa:            | Selamat Malam, Good Evening from Indonesia         |
| 00:22:41 | Jae Dal Bon:           | Jason from ANSP EANA Argentina. Good morning !     |
| 00:22:42 | Anna Borowska:         | afternoon from Warsaw!                             |
| 00:23:02 | John Accorinti:        | Hi from Warsaw, Poland                             |
| 00:23:09 | Dominique Estival:     | Good evening from Australia!                       |
| 00:23:23 | Yanet Diaz:            | Hello from Stgo, Chile                             |
| 00:23:29 | mariapia.mcdonald:     | Hello from Florida                                 |
| 00:23:31 | Carlos Manuel:         | Good morning from Cabo Verde!                      |
| 00:24:00 | Carmen Ferrando:       | Carmen Ferrando, from Peru, good morning           |
| 00:24:03 | HECTOR LOPEZ:          | Good Morning from Golden Eagle Santiago, Chile     |

00:24:33 Ольга Эсмантова: Good evening from Russia!

00:24:37 Henry Emery: Please keep your microphone on mute!

00:24:55 Steve Straw: Where can we find a graphic of this Aeronautical communication daisy?

00:25:02 ALBERTO: Good morning from Montevideo, Uruguay

00:26:36 Henry Emery: Steve Straw: It will be embedded in the video of today's session which will be released soon after the webinar.

00:26:49 Steve Straw: Merci beaucoup!

00:31:27 Thiago Silva: Absolutely, Laure!

00:31:55 Thiago Silva: Standard phraseology doesn't suffice

00:32:26 David Johnson: Accuracy, brevity, standardisation

00:32:46 Paolo Gramigna: Unusual situations lead to non-standard English phraseology

00:32:48 Thiago Silva: Great, David!

00:34:03 Valerie Wilson: For pilots: giving intentions in good time

00:34:39 deborahmann: Absolutely ! Listening

00:34:46 Thiago Silva: Not only being able to carry out instructions but I'd say in the shorter space of time, without the need for repetition

00:34:50 Cris Barbé: READBACK AND ATC HEARBACK

00:35:23 Thiago Silva: That's it, Valerie! Completely agree

00:36:19 David Johnson: Excellent points Sho

00:37:15 Ольга Эсмантова: unambiguity

00:37:26 Anna Bernard: Correct, clear and concise communication (and it's nicely alliterative!)

00:38:03 Vincent Opondo: this involves the CONTROLLER to Pilot communication loop taking into consideration the context of communication

00:39:59 Anna Bernard: I really like the idea of courteous communication as an aspect

00:40:47 Valerie Wilson: Agreed Anna, ATS is after all a service

00:41:40 Caroline Fernandes: Similar to real life interactions, right, David? Attention is attached to interest

00:41:48 David Johnson: Absolutely right Jacqueline & Thiago - Emphasis is important

00:42:25 David Johnson: And yes Michael, in investigation Assumption Bias comes up in about 80% of incidents somewhere

00:44:14 David Johnson: Absolutely Caroline.

00:44:39 Kevin Poole: Related to what Jacqueline is saying now: should pilots communicate with one another about their levels of English before even starting the flight? As in, during pre-flight?

00:45:56 Tarek: it is of immense importance that both pilots communicate effectively just in case one of the them faces health issues as an example .

00:45:57 Valerie Wilson: It adds to workload and stress

00:46:30 Thiago Silva: Exactly, Valerie... sometimes more than we're able to cope with

00:46:30 Jacqueline Pulido: I appreciate it a lot when first officers tell me or when they have little experience flying in english only areas, so I can raise awareness.

00:46:31 andreaoward: Admitting a poor level of English is very honest, I wonder how many operators do this or even recognise that their English level could be a factor

00:47:30 Paolo Gramigna: I remember that story when the nose gear was sideways. Until the controller said the word "sideways" I feel that the pilots did not understand what problem they had. They had Three Greens, and were thinking only of a steering failure.

00:47:34 Thiago Silva: I doubt many do, Andrea... on the ATCOs end, we usually know because we work together and know one another

00:47:56 Cristina: Since the air traffic is increasing very strongly, we need to focus on Eng.Prof when new pilots and Atc people start this new job!

00:49:20 Abdullahi Hersi: it can sometimes hinder or improve the safety measures depending on the personality

00:50:00 Sebastien G.: For my personal understanding, all pilot doesn't have to reach the « same level » in English ? (FCL055) and is it the same for ATC ?

00:50:06 Cristina: Training, training, training

00:50:24 Anna Borowska: plus awareness and willingness

00:50:36 HECTOR LOPEZ: May affect the regular ATC procedures, adding workload...more separation, etc

00:50:55 Valerie Wilson: Chris, definitely agree. 120 words a minute max is actually pretty slow. Better once slowly than twice or three times quickly

00:50:58 Cristina: sure, we all need to to work in a safe environment

00:51:26 Gareth Williams: What about the anxiety of the pilots who have weaker English proficiency? (e.g. marginal 4 or even lower) Improving their English language skills will help them to feel more confident, keep a clear head, have more cognitive capacity for other tasks...

00:51:29 Markus Bieswanger: Fully agree, Chris, slow and concise may often be quicker than fast delivery and need for lots of clarification.

00:53:08 Christina: Thiago, it makes me nervous when I hear stress in ATC voice, and makes me more situationally aware. However, like David says, I am confident in ATC when they seem confident. I may be less situationally aware- relying on them more.

00:53:36 Thiago Silva: Fantastic, Christina!

00:53:50 Cristina: Tks

00:54:22 David Johnson: Yes Christina that is a really perceptive comment

00:54:56 Caroline Fernandes: Usually in ATC we assume fast deliveries are a sign of fast reasoning, which makes us blind to the threats that come with it (like Chris mentioned)

00:55:53 Christina: Caroline, that is a good point. Thanks for pointing that out.

00:56:14 Thiago Silva: Absolutely, Carol! It may well hide a lack of operational knowledge or even experience

00:58:17 Inga Tepnadze: Good point Jacqueline, I think it's important to support the newcomers.

00:58:19 David Johnson: I wondered whether the Spanish Authority had encouraged then to participate?

00:59:06 Bozena Slawinska: I know who encouraged Polish controllers

00:59:32 Paolo Gramigna: LOOK AT FRANCE!

00:59:32 Henry Emery: Well done Bozena and team!

00:59:50 David Johnson: Fantastic work Bozena!

01:00:21 Anna Borowska: hope they need more surveys!

01:00:39 Gareth Williams: The results are also affected by the volume of traffic

01:01:04 Inga Tepnadze: Agree with Gareth

01:01:52 Anna Borowska: code-switching always dangerous, agree!

01:03:31 Caroline Fernandes: It's interesting that most pilots don't consider the use of diferente languages to be that bad (it's the least pointed out of the alternatives)

01:04:32 Anna Borowska: this is quite frequent among Spanish speaking controllers acc. to my research, Caroline, but yes, true.

01:04:43 Thiago Silva: Yes, Carol! Much as it does affect communication and situational awareness, it's not the major issue, I reckon

01:06:16 Caroline Fernandes: I guess it shows that we have bigger problems to deal right now (not that this isn't a important aspect)

01:06:33 Cris Barbé: Phraseology + plain english

01:06:35 Thiago Silva: Exactly! I feel the same way

01:07:20 HECTOR LOPEZ: Paraphrasing is clever..agree

01:07:49 Gerrard Neve: The proliferation of poorer quality language tests and variance in test design, quality and regulation across the world since the LPRs were introduced a factor here. Variation in standards facilitates language related obstacles to communication

01:08:26 Caroline Fernandes: The perception of pilots and ATCOs that understanding each other is hard might even show that listening and comprehension skills could be improved (both sides)

01:09:16 Caroline Fernandes: because we usually blame the other part communications skills, other than realizing we're having trouble understanding

01:09:26 Anne Lomperis: A question to trainees -- how well do Aviation English instructors actually teach pronunciation.? Not all MA TESOL programs even have coursse in how to teach pronunciation. This may seem surprising, but it is worth checking into, I believe.

01:09:37 J Monteflor: It can also be attributed to the lack of a definite English language training standard at least in the national level despite the ICAO standard.

01:09:48 David Johnson: Indeed Carol - We must be open to our own potential failings

01:10:18 Nick Papadopoli: How much "Training" is "Exercise" while in live realistic situations? This can be safely done using a training device with Simulated ATC (SATCE).

01:11:11 Henry Emery: Interesting point, Nick. SATCE is certainly an important part of the solution.

01:11:32 Rosemary: Aviation English training should be mandatory to all native English speakers, as well as non-native speakers

01:11:58 Anna Borowska: I do teach natives and they are so happy about that! They need it!

01:12:05 J Monteflor: Another concern is the proliferation of "Western" texts used in ATC and pilot language training that sometimes does not address the regional language context.

01:12:20 David Johnson: Absolutely Anna. Often far more than NNS

01:13:08 Елена Панфилова: There's a kind of interference.

01:13:26 dennis gliddon: Tarek you may need to mute your mic

01:13:39 Toni GIACOIA: Oh yes, Rosemary! Especially aviation English described in DOC 9432 and DOC 4444. I still hear various ways to activate flight plans, for instance.

01:13:52 Anna Borowska: NS shouldn't wait to gain experience in AE communication, but be ready straightforward and just practice!

01:13:54 Christina: Rosemary- I agree

01:15:21 Toni GIACOIA: However, flight plan activation is not clearly described in DOC 4444, hence the problem of leaving various administrations with their own phraseologies.

01:15:25 Caroline Fernandes: Aviation english is different from general english, right, Anna?

01:15:25 Gareth Williams: There are historical and systemic issues at play in China

01:15:43 james: And monolingual NS not necessarily understanding the nature of the problem because of lack of language knowledge and / or awareness of intercultural communication issues

01:16:04 HECTOR LOPEZ: Don't forget about the cultural aspect...

01:16:07 Rosemary: There are so many complex historical and cultural reasons for the low exposure of English to Chinese people that they start off with a disadvantage, I think

01:16:08 Anna Borowska: Caroline, so not natural for NS.

01:16:13 Christina: NES need to learn an 'ear' for world accents and accommodate to a certain degree within safe measures.

01:16:17 J Monteflor: Language is always political

01:16:29 Sebastien G.: I'm agree with Hector For my personal understanding, all pilot doesn't have to reach the « same level » in English ? (FCL055) and is it the same for ATC ?

01:17:22 Rosemary: And our own ears are not as used to hearing Chinese intonation, rhythm and sounds, either.

01:17:34 Anna Bernard: Good point David

01:17:38 Sebastien G.: Sorry wrong copy paste I'm agree with Hector about different culture and problem to pronounce some phoneme

01:17:57 andreaoward: I think the point was made earlier by Gerrard, Sebastien G. There is a huge variation in what the “level is despite what it should be.

01:18:04 Toni GIACOIA: It is mandatory Sebastien G., as far as IR-rated pilots and ATCOs are concerned, in the EU at least.

01:18:07 Tarek: non native speakers and native speakers need to meet half way in terms of linguistic knowledge of English and communication. as for native speakers , it is essential to stick to the formulaic nature of phraseology and use plain English only when necessary. I believe Pr Borowska stated that in her studies

01:18:45 David Johnson: Definitely Tarek. Whatever the nationality we must all behave as a team

01:19:13 Christina: I agree Tarek with NS phraseology being 'lazy'

01:19:42 Anna Borowska: Thanks Tarek, the theory is ready in fact, I implemented it and it works!

01:20:04 Tarek: absolutely yes

01:20:34 Anna Borowska: Christina, sometimes they are not lazy, just need to be more open to this.

01:21:19 J Monteflor: NS phraseology is as essential as standard phraseology.

01:21:20 David Johnson: Yes Anna and Christina, and the key is that they must be aware that the problem exists

01:21:49 Myrna Goldstein: What about the cultural taboo of losing face when someone knows their communications could be better? How to handle that?

01:21:50 Anna Bernard: Lots of affective filters in Learning when addressing pronunciation as is so linked with personal Identity. Needs to be depersonalised and taught very linguistically in my experience in order to be effective

01:22:09 Thiago Silva: By NS phraseology do you mean plain language, Monteflor?

01:22:11 Anna Borowska: sure David! this is the trainer's role!

01:22:25 Christina: I feel it may be a non-aware superiority issue. If they know English fluently, they may not think about the problem with not using standard phraseology.

01:22:37 J Monteflor: Yes both are really essential

01:22:46 David Johnson: Sadly yes Christina

01:22:57 Thiago Silva: Couldn't agree more Monteflor

01:24:20 Rosemary: The disconnect between the characteristics of radio communication (non-visual) and current trends in social media and communications technologies (highly visual) is likely only to get greater. Is there an answer to this?

01:24:43 J Monteflor: In the Philippine context, we don't have formal training for teachers teaching aviation English and I really find that a challenge.

01:25:10 Rita Uwalaka: so how do we improve the pronunciation of controllers with strong regional accent?

01:25:18 Anne Lomperis: Teaching pronunciation starts with listening acuity. Can you hear the difference between given sounds, such as

/p/ and /b/? AE teachers really need to be taught how to teach listening acuity.

01:26:09 Christina: Anne, I agree that all pilots and ATCOs need listening training.

01:27:19 Nick Papadopoli: Training "By-the-Book" is great for building a foundation. Training "How to Build an Outgoing Message and How to Decode Incoming Messages" in real time is key to effective communications. It needs to be natural like riding a bike.

01:27:44 David Johnson: Active listening is vital

01:27:52 Gareth Williams: I seem to remember some research done on the subject of message length. The conclusion was to break up the messages into smaller chunks

01:28:10 Dominique Estival: We know that more than 3 items per message will increase errors.

01:28:23 J Monteflor: In response to Chris, we were taught that the mind can handle 7 piece of information at a time. That's a big difference from the 3 items that he was talking about.

01:28:40 Markus Bieswanger: I think Chris meant that messages should be concise and delivered slowly, to avoid the need for clarification.

01:29:05 Thiago Silva: Agree, Estival, but I'd also take into consideration the kind of information, as Laure pointed out

01:29:07 Chris Coconnier: Yes exactly, Thanks Markus :)

01:29:36 Dominique Estival: Absolutely.

01:29:38 Anna Borowska: there is one rule: adapt to the situation, if in need, break up into the chunks

01:29:40 Christina: Monteflor, I believe it is 'up to' 7 items, but in a high stress environment this can be lower.

01:30:13 J Monteflor: Oh okay, thank you for the clarification

01:30:24 Valerie Wilson: Certainly when local flying school cadets are flying solo in busy airspace, they find it stressful not knowing when they can press to transmit (if the previous message is finished, especially if a second language on the freq is involved).

01:32:03 Paolo Gramigna: I'm a Rater. Losing face is definitely a big issue for older Captains. They can pretend to understand and do not admit the need for repetition.

01:32:33 Gerrard Neve: The relationship between training programs and testing is so important here. When testing accurately reflects the real world communicative demands and contexts of ATC and pilot operational contexts, it has such a positive wash-back effect on training - informing training content and improving motivation for learners. Qualifications and training therefore of aviation English teachers paramount here in terms of teaching active listening and pronunciation as they relate to real-world communications over the radio. Absolutely Chris!

01:32:41 Thiago Silva: That could be dangerous, Paolo

01:32:47 David Johnson: That's a really big issue Paolo. Reputation and pride can be big threats

01:33:02 Caroline Fernandes: And that's something challenging for ATCO trainees as well, Valerie, because you need experience to know the best time to transmit, so you won't be blocked or not heard

01:33:08 Sachin S Kumar: In my opinion, if we understand the speaker's language, then we could understand their stereotype as well.

01:33:50 HECTOR LOPEZ: "Avialinguistics" love your book Anna...

01:33:57 Christina: Paolo, that reveals the importance of cultural difference in communication, thank you for that comment.

01:35:07 Anna Borowska: Hector, the book is an invitation for discussions! THX!!!

01:35:22 james: Paolo, Cristina, agree completely

01:35:51 magloige: Time wasted on radio = increased workload for ATC, triggers stress and airspace mgt;

01:35:59 Henry Emery: Please keep your comments and questions coming, everyone

01:36:34 David Johnson: Wasted as in excess repetition yes Magloige

01:37:50 Boukari Sahirou: what activities are the most recommended for listening?

01:38:51 Henry Emery: Good question, Boukari - one for the trainers among us. Does anyone have any good suggestions?

01:39:33 David Johnson: Good listening is active rather than passive

01:39:59 andreaoward: Is there a correlation between pronunciation issues and high traffic density? When teaching pronunciation I often advise learner to slow down but as Jacqueline pointed out this is sometimes not practical

01:40:16 David Johnson: That is to say as a participant in aviation communication you have to make every effort to listen well

01:40:24 Horacio Abud: Phonetics is often neglected in Aviation English courses. I do emphasize the use of it in the Aviation English courses.

01:40:33 Ольга Эсмантова: writing tapescripts of communications can be one of the tasks

01:40:58 Henry Emery: Good point, Haracio.

01:41:00 Tarek: I think unclear or a bit noisy pieces of communication with questions can be helpful to develop listening comprehension

01:41:13 Henry Emery: Good question, Andrea.

01:42:19 HECTOR LOPEZ: LIVEATC.NET

01:42:28 Anna Borowska: I think we don't need writing here. People must move to audio settings only.

01:43:09 Tarek: yes Anna definitely

01:43:10 Cris Barbé: aviationlisteners.aero

01:43:27 Valerie Wilson: Listening to YouTube videos with the Mentour Pilot (Swedish) or Captain Joe (German) who speak clearly and include technical vocabulary.

01:43:45 Dominique Estival: non-standard phraseology =/= informal

01:44:28 Thiago Silva: Exactly, Estival, and both pose threats to aviation I believe

01:45:57 Tarek: pace of speech is an issue for many non native speakers

01:46:02 Anna Bernard: Southern accents cause difficulties to NNS



01:46:04 Rosemary: There's a wide range of accents in 'US English'.  
01:46:45 Tadeusz Krzywda: Do you think, that Artificial Intelligence AI can in future replace Human Being it Aviation communication and this can create new challenges?

01:47:02 James: Agree, need for language and cultural awareness training for monolingual NS aviation professionals  
01:47:06 Inga Tepnadze: If the language users are not aware of the cultural aspects and the informal language is used during communication it will provoke misunderstanding.  
01:47:41 magloige: American ATCs tend to be more informal, and often perceived as less courteous..  
01:47:53 Randy Stone: Mono lingual native speakers have no empathy with non native speakers. The Brits just speak louder to get the message across!  
01:48:39 Gerrard Neve: Great question Boukari. Teaching listening is a skill requiring activities yes but so much more. In teaching for example, radiotelephony based audios where learners listen for comprehension to a recording of a real world event in which phraseologies and plain English are present, the teacher's role in setting up the listening activities before learners actual hear the audio to give learners a purpose for listening just as important as the listening itself! There are so many activity types and strategies for teaching effective listening that it's probably worth another ICAEA webinar on training ideas, teacher training aspects and task design at the classroom level. Exposing learners to new vocabulary, accents, variations in pronunciation and so is a skill in teaching worthy of exploration in depth.

01:48:42 Rosemary: Exactly, Thiago. We all need to learn ELF  
01:48:45 andreaoward: Nicely put Thiago  
01:49:15 Dominique Estival: There are no native speakers of aviation English.  
01:49:30 g.mahdjoub-araibi: Hi Anna, what do you mean by Southern accents. Do you mean specific geographical areas or Southern parts of each English speaking country

01:50:22 Markus Bieswanger: NES aviation stakeholders should get training on Aviation English, but unfortunately it is usually not a mandatory part of their training and many do not consider it necessary  
01:50:33 Christina: I \*think\* Anna meant US Southern (States/region) accents.  
01:50:58 g.mahdjoub-araibi: OK. Thanks Christina  
01:50:59 Anna Bernard: Hi g.mahdjoub-araibi - I was referring to US accents. The Texan drawl causes considerable difficulties in finding the endings of words in comprehension, for example.  
01:51:07 Salamat Fashe: Absolutely Dominique, the aviation English is meant to put everyone on the same pedestal  
01:51:08 Christina: Markus, I have been pushing for AE training of NS in the US recently on the local level.

01:51:32 g.mahdjoub-araibi: thanks, Anna

01:51:34 Markus Bieswanger: @Christina: that's good to hear

01:51:49 james: Markus Bieswanger and the fact they don't think it's necessary indicates the problem!

01:52:02 Dominique Estival: We're working on testing NES in Australia.

01:52:06 Markus Bieswanger: Exactly, James.

01:52:42 J Monteflor: I think coining the term "native" is a bit of a misnomer.

01:52:54 Christina: James, it is true. Convincing pilots of the importance on the initial commercial level prior to ATP is difficult but important

01:53:28 Markus Bieswanger: @Dominique: excellent!

01:53:34 Anna Borowska: Perfect Dominique! but any preparation to the test?

01:53:59 andreaoward: I wonder what these pilots and ATCOs understood as "pronunciation" - Phonemes etc or wider such as stress placement, intonation?

01:54:02 Anna Borowska: they should be aware what they 'do'

01:54:12 Dominique Estival: Everyone is a native speaker of at least one language. The issue is NES.

01:54:35 David Johnson: Thats a really interesting question Andrea

01:55:04 Monica Morcillo: Perhaps monolingual speakers should be given a very short introductory course of another, not very well-known, language (as they do in most ELT training courses) to encourage empathy and place trainees in the shoes of people who are making a huge effort to speak English ...

01:55:09 David Johnson: There are so many aspects of "pronunciation" - Pace, emphasis, intonation,

01:55:11 Caroline Fernandes: I think I should improve my listening instead of waiting for others to lessen their problems with pronunciation

01:55:46 Caroline Fernandes: On the way I might even get to know more languages and cultures

01:55:51 Gareth Williams: By the way, it should be noted that China has one of the highest levels of safety in the world - according to ICAO statistics regarding accidents per million movements

01:56:07 andreaoward: Agree David and I think it is one reason why the US rates highly in these figures

01:56:23 Valerie Wilson: @Andrea, yes teaching French ATCOs syllable stress is really quite difficult. I have never met a French ATCO who learnt this at school,

01:56:38 Rosemary: Good points, Andrea and David. @Caroline, good communication is Always the responsibility of both sides.

01:56:45 Thiago Silva: Even connected speech may play a role David, but yes, not only accent

01:57:08 David Johnson: Dare I say Gareth - if we believe them....

01:57:15 Rosemary: Syllable stress, thought groups, correct vowel sounds,...

01:57:32 Christina: French NS have a lot to cope with

Gareth, what is the percentage of traffic local? IT is likely Chinese-Chinese English communication is less problematic than between others

01:58:04 Gerrard Neve: Probably useful to separate the idea of accommodation training for NES (e.g., how to grade language on the radio, via strategies for speaking to NNES) as opposed to ESL training where training NNES from the point of view of increasing language proficiency is the goal. The two should meet somewhere to enhance communication but the training contexts are so different

01:58:10 Anna Bernard: Yes that's correct Christina

01:58:45 Thiago Silva: Good point, Gerrard

01:58:49 Gareth Williams: ICAO stats are broken down by region, so China is considered part of asia pacific... but China dominates the volume in that part of the world

01:59:04 Tarek: Gerrard , yes that is correct

01:59:17 HECTOR LOPEZ: Chinese airlines are hiring a lot of foreign pilots aswell

02:00:15 ross: Why not standardise language training rather than focus just on testing ?

02:00:19 Anna Bernard: ICAEO scale very fuzzy in terms of pronunciation - also comes out at easier level than CEFR in comparative studies.

02:00:31 Colin Johashen: will we get a copy of the slides? I see them as vital anlysis that could be used in training.

02:00:32 Anna Bernard: ICAO!

02:01:09 Christina: Should LPR testing be required for ALL speakers? Including NES? Especially for listening comprehension of level 4?

02:01:21 Gerrard Neve: Agreed Ross. But standardise (or at least harmonise) both!

02:01:40 Randy Stone: Why didn't ICAO standardise language testing all those years ago?

02:01:42 Valerie Wilson: @David. Hear! Hear!

02:01:53 Thiago Silva: Fantastic, David!

02:02:05 Rosemary: Pronunciation evaluation also dépends on the ears of the listener. The ICAO scale pronunciation descriptor dépends alot on frequency adverbs (frequently, only sometimes, rarely..) which can give rise to différences in evaluation.

02:02:24 Rosemary: @Christina, I think so , yes.

02:02:32 David Johnson: Excellent summary Kinya

02:02:47 Anna Bernard: Yes Rosemary - too much subjectivity in the descriptors?

02:03:12 Tarek: "cross breeding" a very much appreciated concept. thank you David

02:03:46 Paolo Gramigna: French controllers always start speaking French. There is a lot of French on the air. That kills situational awareness.

02:04:21 Bozena Slawinska: The results of the survey are really interesting if predictable. Is there a way of encouraging more pilots and controllers to participate to strengthen the message.

02:04:32 Tarek: @Paolo , that is correct , not only the French but also in French speaking countries

02:04:45 Cris Barbé: I think training seems to be just focused on phraselogy...

02:04:46 Christina: Paolo, if the percentage of pilots are French speakers, wouldn't use of French improve over-all safety with communication?

02:04:54 Anna Borowska: bec French king said: English is simple and ugly :-D

02:05:19 mariapia.mcdonald: Thank you, Valerie

02:05:23 Tarek: 😊 Anna

02:05:35 Vanya Katsarska: Has anybody encountered communication issues with military pilots and ATC? In many countries they are not required to pass an ICAO test.

02:05:44 Christina: It is easier for NS French to understand French. I think the situation is dynamic.

02:06:02 Caroline Fernandes: Valerie's initiative is awesome!

02:06:10 Claudia Helguera: there should be more training on overall communication issues/strategies...many times it goes beyond the language being spoken

02:06:56 Tarek: @Vanya , I think it is an issue that needs more focus yes. In Algeria , there is more focus nowadays which is a good start at least

02:07:17 Gerrard Neve: Language and communication as a human factor - agreed Claudia

02:07:19 Cris Barbé: @Claudia absolutly

02:07:20 Christina Kawabata: good communication skills and the ability to adjust speaking is key

02:07:22 Valerie Wilson: Caroline is an excellent host on the ICHAP!

02:07:27 julianajcs: Reaching communicative competence is not only a matter of being a native speaker of English

02:08:04 Thiago Silva: Strongly recommend Valerie's project! I'm proud and honoured to be part of it

02:08:10 Nick Papadopoli: What is the appetite for companies to invest money and time in new training tools?

02:08:19 Paolo Gramigna: GOOD POINT LAURE!

02:08:27 Valerie Wilson: David and Thiago are also excellent hosts and make everyone very welcome

02:08:44 Caroline Fernandes: That's true, Valerie

02:08:51 David Johnson: Definition of good communication:  
"the ability to exchange knowledge and information to fulfil a purpose or intention in the most efficient manner"

02:09:17 Caroline Fernandes: And I think recruiting should require a better english level

02:09:28 Paolo Gramigna: ANOTHER GOOD POINT LAURE!

02:09:30 Thiago Silva: From an ATCO point of view, we should also try and have more empathy towards pilots and stop thinking that our job is more important

02:09:34 Christina: Valerie, are NES also welcome?

02:09:46 Carmen Ferrando: Thank a lot ! It was a very interesting topic. I have to go, THANKS to everyone.

02:09:49 Thiago Silva: All are, Christina!

02:09:58 Anne Lomperis: I believe the field of AE needs to also address the standards of AE teacher training. I believe there is a real difference in the quality of AE teacher training. I would be

interested in the input of participants in this Zoom on this question.

02:10:31 Salamat Fashe: There is another emerging situation with our phraseologies, that is social media shortened words which some try to inculcate into phraseologies by shortening their phraseologies in a way that renders it meaningless

02:10:58 Thiago Silva: Interesting point, Salamat!

02:11:12 Gerrard Neve: Agreed Anne - Aviation English teacher training an emergent field I think

02:12:10 Gideon Gaza: A major problem in miscommunication is the lack or improper use of the radio. There are transmission techniques to aid better understanding of what is being said. When we deviate from the proper use of the radio, it becomes an issue.  
The radio itself changes the way words are heard - depending on the type and quality of the radio. Hence, the need to be trained on the proper use of the radio.

02:12:17 Anna Borowska: tested in SP

02:13:23 Salamat Fashe: Absolutely

02:13:39 Caroline Fernandes: Totally agree, David

02:14:42 Anne Lomperis: Yes, developing this evidence is powerful.

02:16:43 Nick Papadopoli: For new tech, refer to: ARINC 439B Simulated Air Traffic Control Environments in Flight Simulation Training Devices

02:16:44 Gideon Gaza: With the difference in phraseology between ICAO and FAA, pilots flying into regions using ICAO phraseology should be well equipped with such phraseology to avoid misunderstanding and vice versa.

02:18:16 Paolo Gramigna: Text adds spelling to the difficulty; NNS can write gibberish in emergency

02:18:24 Gideon Gaza: More so, pilots and controllers should ensure they adhere to STANDARD PHRASEOLOGY as much as possible

02:18:55 HECTOR LOPEZ: I have to go very interesting webinar...see you in the next..

02:19:02 HECTOR LOPEZ: Thank you

02:20:50 Tarek: @Paolo, yes you are right, NNS do not need more confusion. Linguistic Needs analysis in hundreds of cases rejects the need for writing and reading as a priority

02:20:59 g.mahdjoub-araibi: Psychology can also be a factor in non routine situations on both sides (pilot and atco). It becomes more difficult to stick to phraseology

02:22:52 Tarek: Phraseology doesn't provide much for non routine situations. plain English is highly required so you are right psychology must be considered

02:23:38 Rosemary: A very interesting webinar, many thanks to all.

02:24:34 g.mahdjoub-araibi: that's precisely the aim of AE training. Help pilots and atcos handle non routine situations. AE and GE go together

02:25:08 Valerie Wilson: Great webinar! Thanks to everyone

|          |                    |  |
|----------|--------------------|--|
| 02:25:08 | Angela Garcia:     | Thank you so much!   |
| 02:25:14 | Anna Bernard:      | Thank you for this very interesting webinar.   |
| 02:25:14 | Anne Lomperis:     | Thanks for the wide experience of the panelists.   |
| 02:25:26 | Christina:         | Appreciated the webinar, thank you   |
| 02:25:32 | Kittipong KS:      | thank you so much  |
| 02:25:32 | Gareth Williams:   | Thank you to the panelists, very interesting webinar!  |
| 02:25:33 | John Accorinti:    | very informative, thanks Y'all :)  |
| 02:25:33 | mariapia.mcdonald: | Thank you so much!   |
| 02:25:34 | Елена Панфилова:   | Really appreciate your webinars!   |
| 02:25:35 | g.mahdjoub-araibi: | Thank you all. Very enriching as usual   |
| 02:25:37 | andreaoward:       | very interesting webinar thank you   |
| 02:25:38 | Thiago Silva:      | Thank you very much, everyone, especially ICAEA for the invitation, and my colleagues in the panel     |
| 02:25:44 | Tadeusz Krzywda:   | thank you, it was very informative webinar today.  |
| 02:25:45 | Carlos Manuel:     | Thank you.   |
| 02:25:45 | Tarek:             | be safe all .  |
| 02:25:46 | dennis gliddon:    | Thank you, think I have a survey to do.  |
| 02:25:50 | Mehdi Bentouati:   | thank you so much, it was so instructif  |
| 02:25:51 | Henry Emery:       | Thank you for coming, everyone.  |
| 02:25:57 | Nick Papadopoli:   | Great experience! Thanks!  |
| 02:26:00 | Aline Pacheco:     | Great webinar, Thank you!  |
| 02:26:00 | Neil Waterman:     | Excellent webinar - very informative   |
| 02:26:00 | Dominique Estival: | Thank you very much.   |
| 02:26:01 | Markus Bieswanger: | Thanks for the interesting webinar. Stay safe!   |
| 02:26:02 | Vanessa Luna:      | Thank you for the experience!  |
| 02:26:02 | james:             | Thanks, all. Great input from the panel and everyone in the chat!                                      |
| 02:26:03 | Rut Charas:        | thank you everyone for being here  |
| 02:26:12 | Vanessa Luna:      | It was a pleasure to be here!  |
| 02:26:18 | Gillian:           | Thank you everyone. Interesting webinar  |
| 02:26:24 | Henry Emery:       | See you all again soon!  |
| 02:26:24 | Leigh Golle:       | Thank you for making this possible. Very informative for an Aviation Communication student like me     |
| 02:26:29 | Salamat Fashe:     | Thank you so much bye  |
| 02:26:30 | magloige:          | We were at the heart of our craft here. yet so much to discuss. Thank you so much. Have a good summer. |

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