

USE CASE

SWISS/SKYGUIDE CRM TRAINING



SWISS and Skyguide were teaming up for the CRM Recurrent 2013/14 in order to train their pilots and flight controllers in non-technical skills. The main topics are “Concurrent Task Management” (multitasking) and “Prospective Memory” (remembering important tasks). Human beings are not capable of multitasking. This is one conclusion drawn in the book “The Multitasking Myth”. Insights from the book and from the **cooperation arrangement with NASA** are incorporated in the course.

The course conveys these insights and takes a hands-on approach to working out experiences that are important for cooperation. To this end, use is made of a Swiss company’s computer simulation that was developed to ensure safety-oriented behavior. With **NINECUBES interpersonal Skills LAB**, participants delve into the course topics and the way in which pilots and ATC cooperate with each other. An exciting space scenario makes the subject matter all the more comprehensible. Using measurements, the effects of behaviors (communication, leadership, stress management,...) can be seen here for the first time in black and white.

This overall Swiss concept for the course is **unique in the aviation industry**. The applied methods result in sustainable training of behaviors that are relevant to safety. Moreover, these methods in combination with the joint training of pilots and ATC leads to an intensive dialog and to both sides gaining an unprecedented understanding of each other. Ultimately, this contributes greatly to safety in Switzerland’s ever more crowded airspace.



Our joint training of pilots and air traffic controllers attracted attention worldwide. The interpersonal Skills LAB is the ideal tool for covering the subjects of communication, teams, decision-making, resource deployment, and conflict resolution. It allows trainees to practice interpersonal factors in a playful way in artificial as well as realistic settings. The pluses are that team performance is measured objectively and that we can adjust the exercises to fit the given objective.

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LICENCED TRAINING PROVIDER

LUFTHANSA AVIATION TRAINING

LAT has implemented interpersonal Skills LAB in various human factors trainings for pilots and cabin crew. On their website the main page of the "human factors" section shows one sub-group during a "LAB"-based training session. Facilitators observe the trainees and retrieve behavioural items from the mobile control board (person in foreground).

The screenshot displays the Lufthansa Aviation Training website. At the top, there is a navigation bar with links for 'Aviation Training', 'Beyond Aviation', 'Training Devices', and 'About'. The Lufthansa logo and 'Aviation Training' text are on the right. The main content area features a large image of a training session where a facilitator is presenting to a group of trainees. A woman in the foreground is using a tablet displaying a mobile control board interface. The text 'Human Factors Training Prepare For the Unexpected' is prominently displayed, along with a short paragraph about flight safety and a list of links: 'Training Modules', 'Locations', and 'Contact'.

Screenshot taken from: <https://www.lufthansa-aviation-training.com/en/aviation-training/cockpit/human-factors-training/> (2018-02-23)