

35TH AIRLINE/ATS SAFETY FORUM

BRISBANE | AUSTRALIA | 24 - 25 MAY 2018

airservices

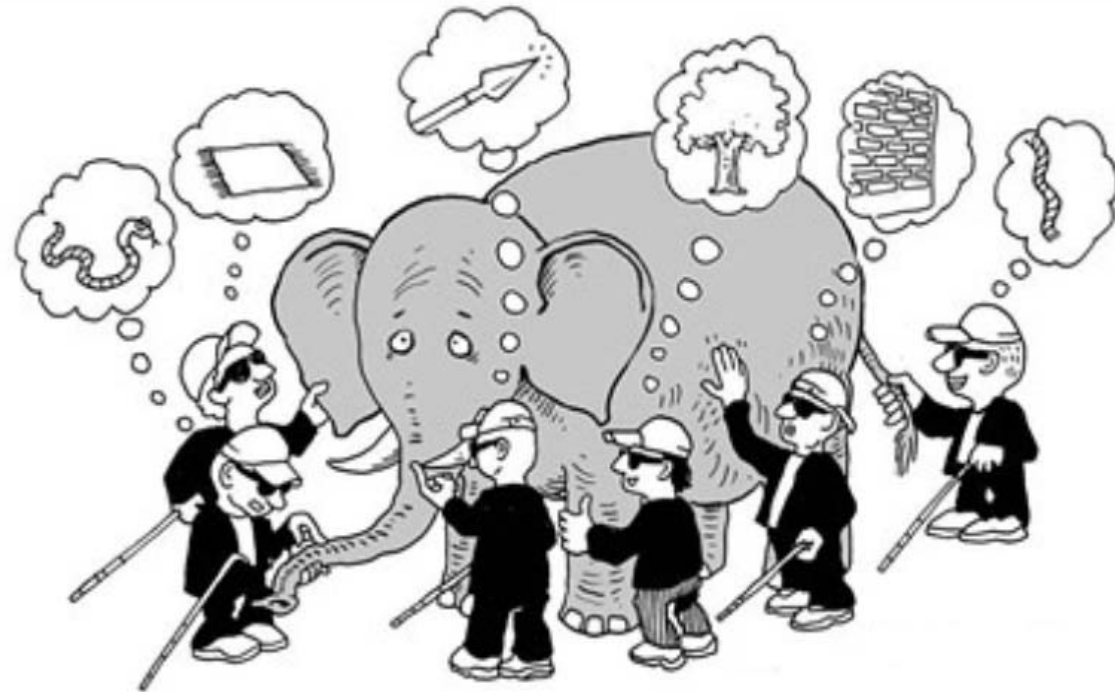




Towards a Shared Mental Model

Shared Mental Models

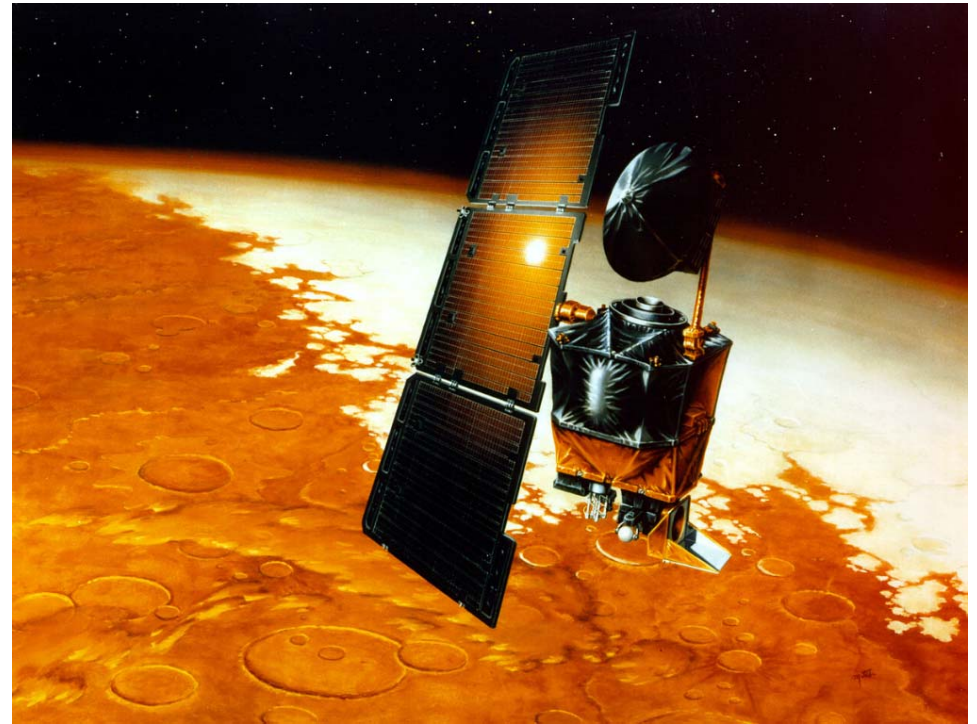
- Mental Model
 - Your individual view of the world...
- Shared Mental Model
 - A team's shared view of the world...
 - A common understanding of:
 - Tasks to be completed
 - Procedures in place
 - Individual & Team goals to be achieved



Mars Climate Orbiter (1998)

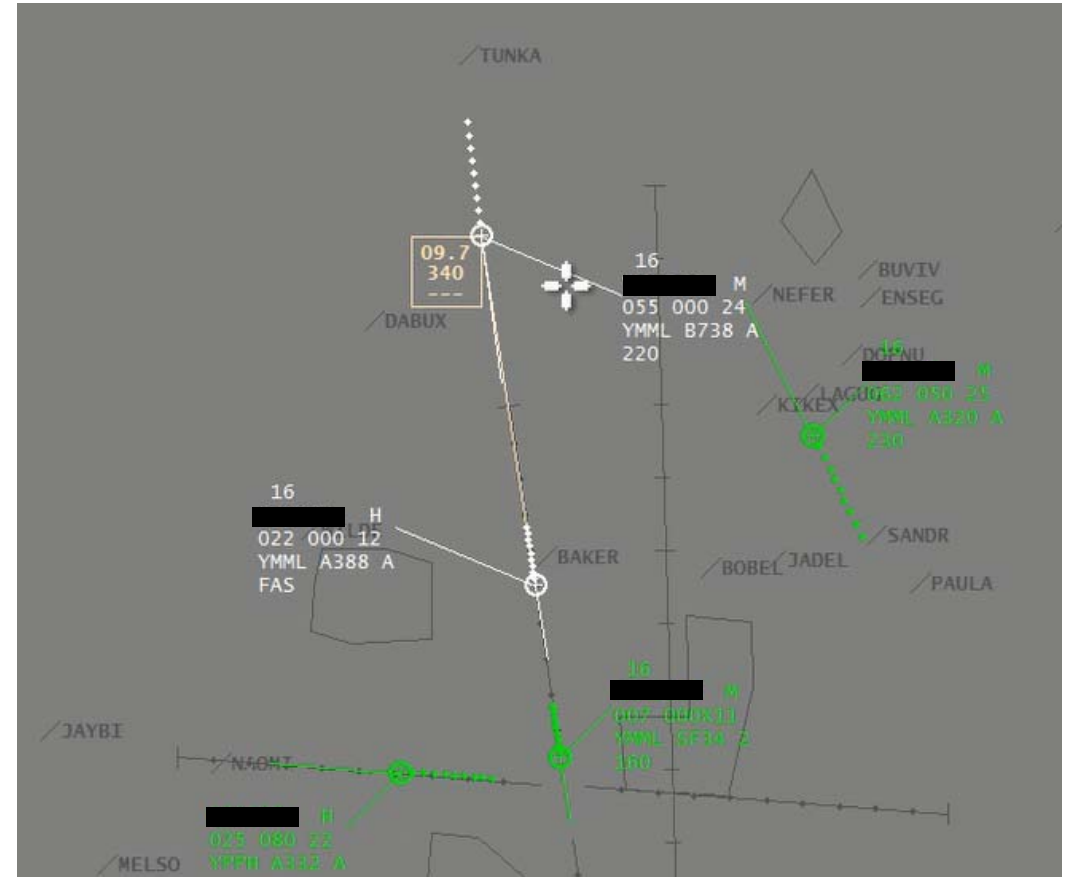
- A project with two disparate teams collaborating closely together...

...but speaking in different languages...



Air Traffic Control Context

- Potential for phraseology to be interpreted differently by aircrew and controllers
- Arrival sequence phraseology:
 - “Reduce to final approach speed”



One distributed team

- What is the extent of your "Team"?
 - The cockpit?
 - The control tower?
 - Its not just the team you can "see"...
- Creates significant challenges
 - Different entities
 - Different locations
 - Infrequent interaction



Today's Workshop

Step 1

What part of the elephant are you!?

Step 2

Discuss an example where misunderstandings, misalignment of intentions, or a lack of communication has hindered performance.

Step 3

How can we better maintain effective shared mental models in the face of these challenges?



Tomorrow's challenges

Step 1

Do you see any key threats to maintaining effective information transfer and shared mental models in the future?

Step 2

How can we better maintain effective shared mental models in the face of these challenges?

