CONFLICT RESOLUTION

In multi crew operations (i.e. mutual flying, instructional flights etc) a state of uneasiness may arise in the "pilot not flying" due to the manner in which the "pilot flying" is handling the sailplane, not conforming to Standard Procedures, or purposely violating regulations. This concern can be due to a wide variation in thinking from "he's doing it different to me" to "if we continue to do what we are doing we will have an accident".

Experience has shown that many accidents have occurred in multi crewed aircraft when a crew member has felt decidedly uncomfortable at the progress of a flight, has not expressed his concern to the other pilot, and consequently an accident has occurred.

Circumstances such as the above can often be alleviated by instituting a simple, graduated procedure designed to give a non flying crew member a means of expressing their concern in a non aggressive manner which will alert the "flying pilot" to the onset of a dangerous situation.

As a result of accidents caused by the circumstances described above, a form of Conflict Resolution, varying in the urgency of delivery, has been instituted in most aviation companies and is appropriate to our operation, albeit in a simpler form. Remember we are in gliding for fun and aim to be safe in a manner that befits our sport.

The Guidance Phase: Used during less formal communications when a standard operating procedure call may not be appropriate but the non flying pilot wishes to make his feeling felt. Some examples follow;
   •"Do you think......?"
   •"What if we........?"

The Procedural Stage (Appropriate Assertion): This requires a positive action or at least a response from the other pilot. This stage is triggered following the breaching of a safety related standard operating procedure or an urgent guidance request by the non flying pilot. Some examples follow;
   •"John we are below 2000 ft AGL and we have not yet nominated a selection of paddocks that we can use".
   •"Bill, we are on down wind and your airspeed is below the required safe speed near the ground".

The Solution Statement: The solution statement conveys the need for the other pilot to do something, or take a particular action, to prevent some dire consequences. This statement is in two parts which are separated by "or". This statement must get a reply.
An example follows of low IAS on finals to land;
   •"John increase speed or we will stall without sufficient height to recover!!"

Regards
Charlie Downes