



**SYMBIOTICS**

Crew Resource Management



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The following pages provide an example of our  
**Crew Resource Management report**

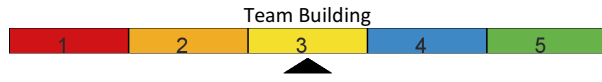
This type of report should be interpreted by  
Symbiotics or a certified individual using  
our supplied Report Interpretation Guide

## Cooperation:



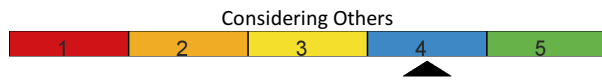
The candidate displayed average cooperation skills, indicating the potential to work effectively in a crew environment. They should generally ensure they help promote a group climate that emphasises open communication but may lack sensitivity in more difficult interpersonal interactions.

- Blocks open communication
- Keeps barriers between crew
- Competes with others



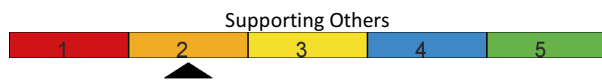
- Establishes atmosphere for open comms
- Encourages input/feedback from others
- Does not compete with others

- Ignores suggestions of other crew
- Doesn't consider conditions of others
- Shows no reaction to other crew



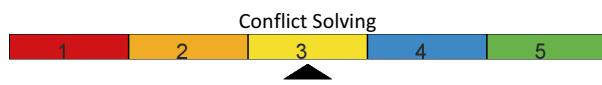
- Takes notice of suggestions of others
- Considers condition of other crew
- Gives personal feedback

- Hesitates to help others in demanding situations
- Doesn't offer assistance



- Helps others in demanding situations
- Offers assistance

- Overreacts in interpersonal conflicts
- Won't consider a compromise
- Accuses other crew of making errors



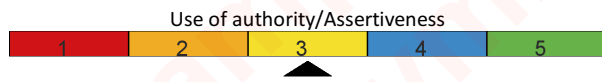
- Keeps calm in interpersonal conflicts
- Concentrates on what, not who, is right
- Suggests conflict solutions

## Leadership:



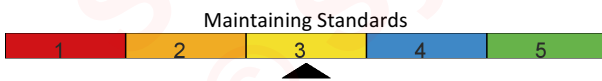
The candidate displayed average leadership skills, indicating a level of effectiveness in managing the crew environment. Although generally they are successful in encouraging open contributions from other crew members they can at times lack the skills to fully motivate. Occasional planning inconsistencies can impact workload management but overall they should ensure compliance from crew to essential standards.

- Hinders or withholds crew involvement
- Passive, no initiative for decisions
- Ignores suggestions of others
- Doesn't show appreciation for crew



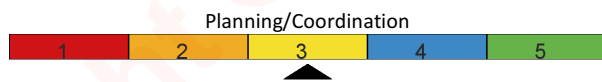
- Takes initiative to ensure involvement
- Takes command if situation requires
- Reflects on suggestions of others
- Motivates crew by appreciation

- Doesn't comply with SOPs or monitor
- Doesn't intervene when others deviate
- Own deviations aren't announced
- Doesn't care for good performance



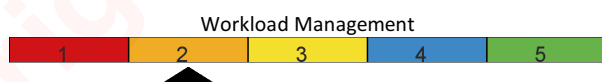
- Follows SOPs and ensures crew do too
- Intervenes if deviation from standards
- Consults crew if deviation required
- Demonstrates will to perform well

- Plans only for themselves and not crew
- Intentions not stated or confirmed
- Changes plan without informing
- Goals/boundaries unclear



- Encourages crew participation in plans
- Plan clearly stated and confirmed - Consults crew if plan change required
- Clear goals/boundaries to complete task

- Flies solo without others involved
- Secondary tasks interfere
- Increases workload by poor planning
- Ignores signs of stress and fatigue



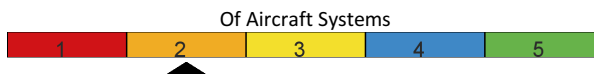
- Distributes tasks and checks/corrects
- Retains resources for primary duties
- Allots adequate time to complete tasks
- Notifies signs of stress and fatigue

**Situational Awareness:**



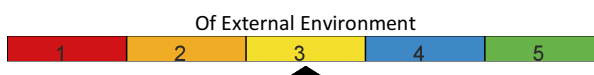
The candidate displayed below average situation awareness indicating the potential to get behind the aircraft under pressure, struggling to effectively monitor their environment to enable potential problems to be anticipated and corrected. Lapses in focus can impact on their ability to continually monitor events both inside and outside the cockpit, which can mean they are slow to recognise and respond to changes in systems or the environment.

- Does not ask for updates
- No awareness of system changes



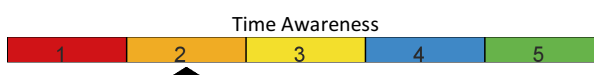
- Monitors & reports changes in systems
- Acknowledges changes to systems

- Doesn't enquire about environ. change
- No comment on relevant factors
- Operates a 'closed shop'



- Collects information about environment
- Shares key information with crew
- Contacts outside resources when needed

- Doesn't set priorities for time limits
- Relationship of past/future not discussed
- Surprised by outcome of past events



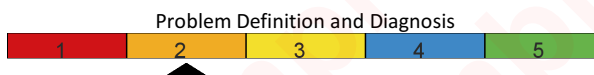
- Discusses time constraints with crew
- Discusses contingency strategies
- Identifies possible future problems

**Decision Making:**



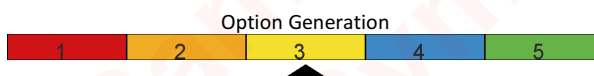
The candidate displayed average decision making skills, indicating a reasonable level of judgement when determining the most effective course of action. They may not always search for additional information or alternative options when reaching a decision however, or may underestimate crew limiting factors. They should generally keep other crew members informed of their decision path however, discussing any course of action they are taking appropriately.

- Failure to diagnose nature of problem
- No discussion of probable causes



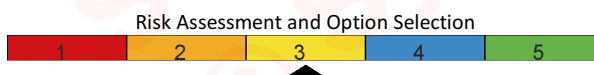
- Gathers info to identify problems
- Reviews causal factors with others

- Doesn't search for information
- Doesn't ask crew for alternatives



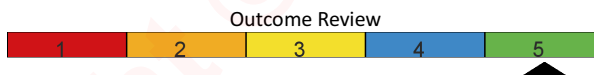
- States alternative options
- Asks crew members for options

- Poor discussion of limiting factors
- No consideration of limiting factors
- Doesn't inform crew of decision path



- Consider/share estimated risk of options
- Talks about risks in terms of crew limits
- Confirms/states selects option/action

- Fails to check selected outcome against goal



- Checks outcome against plan

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