

# HOW DO WE GET THE INFORMATION?

Even when we have a lot of data on everyday work, are we actually learning? **Wolfgang Starke** argues that we need to make learning more natural, with stories instead of just data.



**Airspace Infringement - Aeronautical Information**



**TCAS RA High Vertical Rate**



**Unexpected Traffic in the Sector**



**Runway occupied medium term**



**Mountain Waves**



**En-route Wake Turbulence**

One problem with learning from safety reporting may be different preferences for information between crew members and others in an aviation organisation, including management and safety specialists. While some might like numbers, graphs and detailed information, the same is not usually true of crewmembers.

A good safety department needs to go beyond analysis and evaluation of safety data. A mass of information is useless if it is not processed and communicated properly. At least two more things must be done. The first is to pass useful information to the training department. If there are issues in the operation that can be tackled with proper crew training, then the training manager will need to know so he or she can adjust training. The same applies to other relevant departments, such as engineering. The second, even more important and more difficult task, is to pass information directly to the

crewmembers. The importance of this task is obvious, but why is it difficult?

Most people like stories. So, to improve learning from everyday work, a smart move would be to make learning from everyday work an easy and interesting task. On SKYbrary, there are many short animated 'SKYclips' available, which tackle big and small issues in aviation. A large German airline has an interesting brochure in which their crewmembers can find digestible information about happenings and issues that are relevant to safety. A good safety department will need editors to put information into a format that is interesting and easy to understand. Then the information must be communicated to the staff. These competencies are quite different to those required for analysis.

The bottom line is this: if you make it easier to find and understand the right information, staff will make it easier for the company to maintain safety. **S**

**"If you make it easier to find and understand the right information, staff will make it easier for the company to maintain safety."**



Wolfgang Starke is a Type Rating Examiner currently licenced on Dash8-Q400 with former experience on Boeing 737 and Embraer 190 and about 9.000 hours of flight time. As a consequence of the COVID-19 crisis, Wolfgang is currently open to work opportunities.  
**wolfgang.starke@vcockpit.de**