

DING! BREAK...GO TO YOUR RESPECTIVE CORNERS!

DING! BREAK...GO TO YOU RESPECTIVE CORNERS! Strict words to follow, especially if you're in the 7th round of a 12 round championship welterweight boxing match (whatever a welterweight is). But, what happens if you're not in that "square circle" and instead you find yourself on a flight deck? And as you look across the center console, you have an overwhelming urge to float like a butterfly and sting like a bee? Even if you are willing to obey the Marquess de Queensberry rules, fisticuffs, both literally and figuratively are not options onboard our aircraft.

If you find yourself experiencing CRM or interpersonal problems with your fellow crewmembers that you just cannot resolve, there are three options available to crewmembers to help resolve these types of issues:

- ALPA Professional Standards
- ASAP
- Company management.

The first option is to bring the issue to the attention of ALPA's Professional Standards Committee, referred to as "Pro-Stans." ALPA's Pro-Stans volunteers are our professionals who are well trained to work with the crew members to help resolve CRM and Interpersonal issues. Their dealings with the crew members are conducted in the strictest confidence. No details of what is discussed will be revealed by the Pro-Stans representative to the crew force.

The second option is to report the issue in an ASAP report. Practically speaking, ASAP is not really the appropriate venue to handle CRM or Interpersonal issues. But as we say, "if in doubt, turn in an ASAP report" makes going the ASAP route an option.

Recently a meeting was held between our MEC Vice Chairman, the Chairman of Pro-Stans, the Safety Chairman and ALPA members of the ASAP program to discuss ALPA's position on who should handle CRM or interpersonal issues discovered by way of an ASAP report. It was agreed that Professional Standards has the appropriate training in such matters and is the proper committee to handle these types of issues. As explained by, and with the concurrence of the ASF 230 representative (the FAA department that oversees voluntary safety programs such as ASAP and FOQA) the ASAP ERC should not handle CRM or interpersonal issues and the ASAP ERC will, in the future, refer CRM and interpersonal issues to ALPA's Professional Standards committee.

In addition, it was agreed that if an ASAP report deals with both safety and CRM or interpersonal issues that the ERC will refer the CRM or interpersonal issues to Professional Standards and the ASAP ERC will handle the safety issues

The third option is to bring the issue to the attention of flight management and request a mediated debrief. The rules governing a company mediated debrief can be found in the flight safety section on the flight operations home page (on the flight operations home page select 'Flight Safety.' Then select

'Safety Management System Manual,' expand 5-00, 'Safety Promotion' then select #2 'mediated Debrief').

Some items to consider when selecting this option are:

- Section D (2) – flight crew members attend mediated debriefs on a voluntary basis.
- Section D (5) – Extra training and/or checking may be warranted in the simulator or line.
- The flow chart states – Parties involved may include: Flight Safety Specialist, the entire crew, ALPA Safety Representative, subject matter experts from Standards, Flight Training, Human Factors and others as needed.

That “may” can be interpreted by the company to imply that all those parties are not required for the debrief to proceed, so depending on how quickly the company schedules a mediated debrief an ALPA representative may not be available to assist the crew. And a mediated debrief can be amended.

Being the thorough person you are though, and wanting to cover all your bases (notice the change from boxing to baseball), select both options two and three and submit an ASAP report in addition to addressing the issue with flight management. If you choose this additional option, just remember that both flight management and the ASAP ERC are now obligated to investigate the issues and can act separately. Both have their own protocols on how to address these types of CRM or interpersonal issues and you might find yourself in a company mediated debrief in addition to talking with Pro-Stans at different times.

The best approach would be to avoid the referee scenarios and to use all your CRM skills and professionalism to resolve the issues before any of these other options are necessary. Failing that, we do have these three options to resolve CRM and interpersonal issues.

By the way, a welterweight boxer weighs between 141 and 147 pounds and that weight class has been in continuous existence since 1914.

Captain Steve Eckert
Chairman, Professional Standards

Captain Gary Janelli
Central Air Safety Chairman

Captain Paul Zahner
Chairman, ASAP Committee