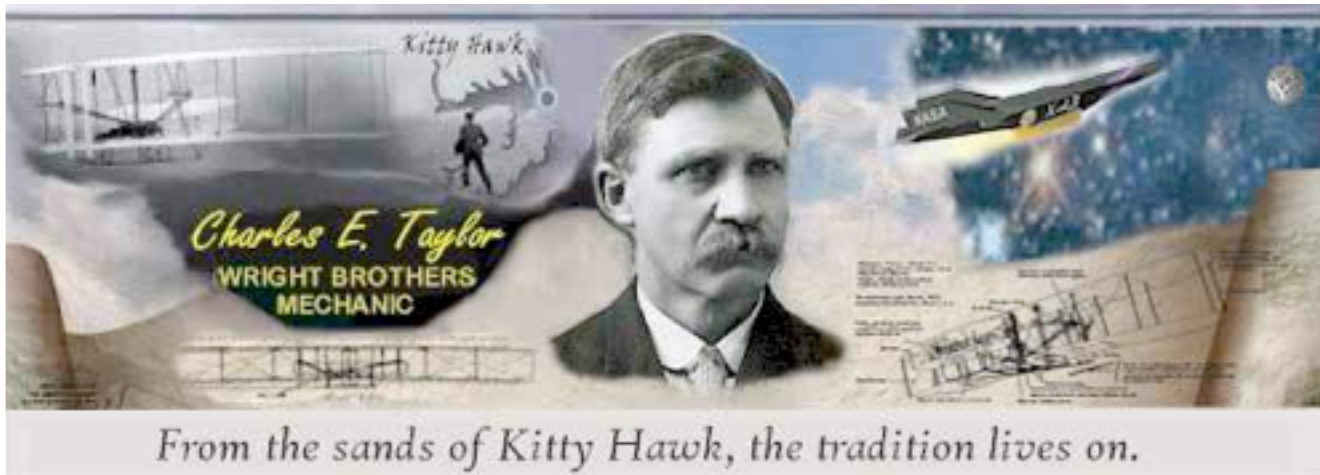


Aviation Human Factors Industry News

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Hello all,

To subscribe send an email to: rhughes@humanfactorsedu.com

In this weeks edition of *Aviation Human Factors Industry News* you will read the following stories:

★NTSB's Rosenker Discusses
FAA's Role In Oversight Of
Commercial Air Carriers

★Everyday Survival: Why Smart
People Do Stupid Things

★Ergonomic Hand Tool facilitates
safe cable tie removal

★Improving Assertive Behavior

★Midnight Shift Nugget

★FACT CHECK

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NTSB's Rosenker Discusses FAA's Role In Oversight Of Commercial Air Carriers

Mark V. Rosenker has testified before Congress about the FAA role in the **of Commercial Air Carriers** and the relevance to Safety Board. Testifying before the US Senate Committee on Commerce, Science, and Transportation's Subcommittee on Aviation Operations, Safety and Security, Rosenker said that the recent public hearing on the Colgan Air flight 3407 accident investigation produced vital information and the investigation is continuing to explore numerous safety issues in significant detail.



Rosenker made it clear however, that these issues are **not relevant to regional airlines alone**. "They are pertinent to every airline operation, major air carriers as well as regional air carriers," he said.

The NTSB has previously issued recommendations on stall training, stick pusher training, pilot records, remedial training for pilots, **sterile cockpit**, situational awareness, pilot monitoring skills, low airspeed alerting systems, pilot professionalism and **fatigue**, and aircraft icing.

Rosenker noted that on January 12, 2009, the FAA published a notice of proposed rulemaking (NPRM). The notice proposes to amend the regulations for flight and cabin crewmembers and dispatcher training programs in domestic, flag, and supplemental operations.

The Safety Board provided comments to the NPRM on May 7, 2009. While the NTSB generally supports the proposed rule changes, the Board suggested additional requirements, including substantive changes that improve or enhance crew and dispatcher procedures, qualifications, and training and the replacement of advisory circulars and other recommended guidance with regulatory changes requiring compliance.

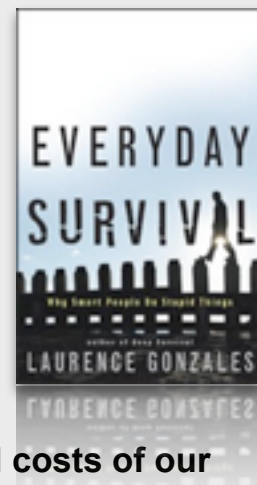
"We will continue to highlight and follow-up in these areas because the Board believes they will significantly enhance the safety of the nation's transportation system," Rosenker stated.

Rosenker is to testify on the same subject again before the U.S. House of Representatives' Committee on Transportation and Infrastructure, Subcommittee on Aviation.

FMI: www.nts.gov/speeches/rosenker/mvr090610.html

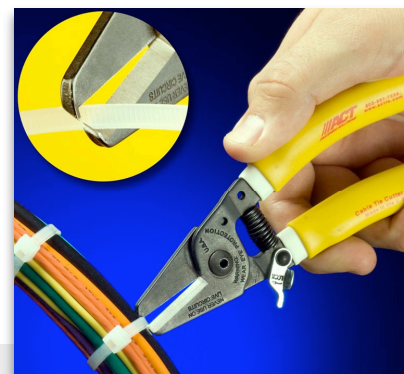
Everyday Survival: Why Smart People Do Stupid Things

Laurence Gonzales shows how modern society has made us lazy and susceptible to previously unknown threats. "Curiosity, awareness, attention," he writes. Those are the tools of our everyday survival...we all must be scientists at heart or be victims of forces that we don't." Gonzales turns his talent for gripping narrative, **knowledge of the way our minds and bodies work**, and bottomless curiosity about the world to the topic of how we can best use the lessons of our evolutionary history to overcome the hazards of everyday life. He finds that **natural laws profoundly affect our actions**, and he reveals the hidden causes and costs of our behavior, whether as individuals or as a species whose decisions may be leading to darker times. Whether you are climbing a mountain or the corporate ladder, Everyday Survival will change the way you view your choices in our complex, dangerous, and quickly changing world.



Ergonomic Hand Tool facilitates safe cable tie removal.

Made from heat-treated alloy steel, ACT **Cable Tie Removal Tool** features cutting head with smooth, curved tips that slip behind cable tie to pull it away from wire harness and simultaneously cut it **without nicking or**. Tool is built with double insulated and cushioned grips, return spring, lock, and properly leveraged scissor-action cutter.



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It eliminates use of knives and box cutters and can safely remove plastic/copper/aluminum cable ties up to ½ in. wide.

A new tool that eliminates knives and box cutters, for rapidly and safely removing cable ties from wire harnesses, **without damaging the insulation**, has been introduced by ACT Fastening Solutions of Gardner, Massachusetts.

The ACT Cable Tie Removal Tool sells for \$46.84 (list). Literature is available upon request. Distributor and dealer inquiries are invited.

For more information contact:
ACT Fastening Solutions
Division of Advanced Cable Ties, Inc.
David Williams, Marketing Director
245 Suffolk Lane
Gardner, MA 01440
(800) 861-7228 FAX (978) 630-3999

Improving Assertive Behavior

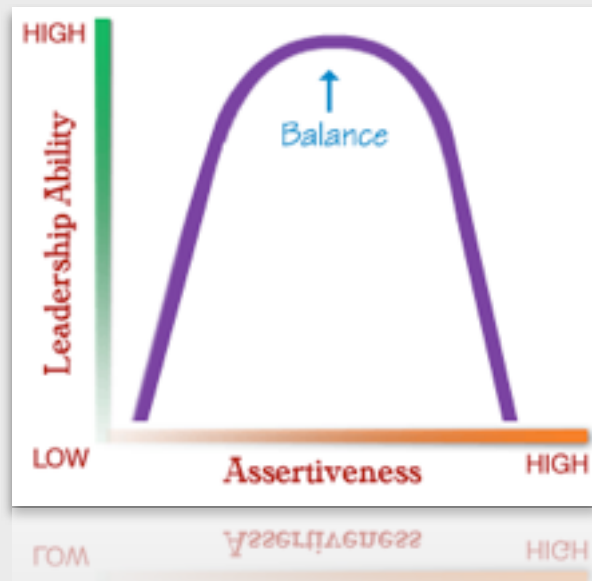
What is assertive behavior?

Assertive behavior is: * Standing up for one's rights no matter what the circumstance. * Correcting the situation when one's rights are being violated.

* Seeking respect and understanding for one's feelings about a particular situation or circumstance.

* Interacting in a mature manner with those found to be offensive, defensive, aggressive, hostile, blaming, attacking or otherwise unreceptive.

* Direct, upfront--not defensive or manipulative--behavior. Those using assertive behavior confront problems, disagreement, or personal discomforts head-on, and their intent is unmistakable to others.



- * Verbal "I" statements, where individuals tell others how they feel about a situation, circumstance or the behavior of others.
- * Taking the risk of being misunderstood as being aggressive, abrasive or attacking.
- * Being able to protect one's rights while protecting and respecting the rights of others.
- * Risk-taking behavior that is not ruled by fear of rejection or disapproval, but is directed by the rational belief that "I deserve to stand up for my rights."
- * Rational thinking and the self-affirmation of personal worth, respect and rights.
- * A healthy style in which to conduct interpersonal relationships.
- * Finding a "win-win" solution in handling problems between two individuals.

The "you win and I lose" solution is a passive solution where one individual gives up his rights to another. The "you lose and I win" solution is an aggressive solution where one individual ignores the rights of another in order to get his way. The "you lose and I lose" solution is a total passive solution where both individuals give up their rights. A healthy resolution is impossible. The **"you win and I win"** solution is an assertive solution where the rights of both parties are recognized, respected and utilized in reaching a healthy compromise.

Ten Assertive Rights of an Individual

Assertive Right 1: I have the right to judge my own behavior, thoughts and emotions and to take the responsibility for their initiation and consequence. The behavior of others may have an impact upon me, but I determine how I choose to react and/or deal with each situation. I alone have the power to judge and modify my thoughts, feelings and behavior. Others may influence my decision, but the final choice is mine.

Assertive Right 2: I have the right to offer neither reason nor excuse to justify my behavior. I need not rely upon others to judge whether my actions are proper or correct. Others may state disagreement or disapproval, but I have the option to disregard their preferences or to work out a compromise. I may choose to respect their preferences and consequently modify my behavior. What is important is that it is my choice. Others may try to manipulate my behavior and feelings by demanding to know my reasons and by trying to persuade me that I am wrong, but I know that I am the ultimate judge.

Assertive Right 3: I have the right to judge whether I am responsible for finding solutions to others' problems. I am ultimately responsible for my own psychological well-being and happiness. I may feel concern and compassion and good will for others, but I am neither responsible for nor do I have the ability to create mental stability and happiness for others. My actions may have caused others' problems indirectly; however, it is still their responsibility to come to terms with the problems and to learn to cope on their own. If I fail to recognize this assertive right, others may choose to manipulate my thoughts and feelings by placing the blame for their problems on me.

Assertive Right 4: I have the right to change my mind. As a human being, nothing in my life is necessarily constant or rigid. My interests and needs may well change with the passage of time. The possibility of changing my mind is normal, healthy and conducive to self-growth. Others may try to manipulate my choice by asking that I admit error or by stating that I am irresponsible; it is nevertheless unnecessary for me to justify my decision.

Assertive Right 5: I have the right to say "I don't know."

Assertive Right 6: I have the right to make mistakes and be responsible for them. To make a mistake is part of the human condition. Others may try to manipulate me, having me believe that my errors are unforgivable, that I must make amends for my wrongdoing by engaging in proper behavior. If I allow this, my future behavior will be influenced by my past mistakes, and my decisions will be controlled by the opinions of others.

Assertive Right 7: I have the right to be independent of the good will of others before coping with them. It would be unrealistic for me to expect others to approve of all my actions, regardless of their merit. If I were to assume that I required others' goodwill before being able to cope with them effectively, I would leave myself open to manipulation. It is unlikely that I require the goodwill and/or cooperation of others in order to survive. A relationship does not require 100 percent agreement. It is inevitable that others will be hurt or offended by my behavior at times. I am responsible only to myself, and I can deal with periodic disapproval from others.

Assertive Right 8: I have the right to be illogical in making decisions. I sometimes employ logic as a reasoning process to assist me in making judgments. However, logic cannot predict what will happen in every situation.

Logic is not much help in dealing with wants, motivations and feelings. Logic generally deals with "black or white," "all or none" and "yes or no" issues. Logic and reasoning don't always work well when dealing with the gray areas of the human condition.

Assertive Right 9: I have the right to say "I don't understand."

Assertive Right 10: I have the right to say "I don't care."

Midnight Shift Nugget

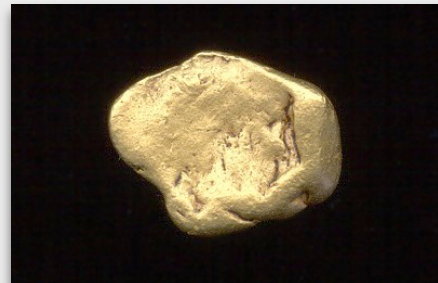
POP QUIZ

Test Your Sleep Knowledge

Driving after midnight and driving while tired are two risk factors associated with many fatal car crashes. Shiftworkers commuting in the early morning hours face these risks, so safe driving must be a priority in your training program.

Here's a quiz from the AAA Foundation for Traffic Safety. Test your knowledge of sleep, then pass the test on to your workers—particularly those who drive as part of their job.

1. **Everyone has a biological clock.**
True or False
2. **Drinking coffee cures drowsiness while driving.**
True or False
3. **I can tell when I'm going to fall asleep.**
True or False
4. **I'm a safe driver so it doesn't matter if I'm sleepy.**
True or False
5. **I am incapable of napping.**
True or False



6. **Nearly everyone gets enough sleep.**
True or False
7. **Being sleepy affects your perception.**
True or False
8. **Young people need less sleep (than older people).**
True or False
9. **If I sleep a lot now I won't need to sleep as much later.**
True or False
10. **Even people who sleep eight hours may not be well rested.**
True or False

Answers and explanations:

1. **True.** Your biological clock tells you when it's lunchtime, gives you pep at certain times of day and affects your body temperature. Between 1 p.m. and 4 p.m. there's a lull in the body clock, which can cause sleepiness and leave people at risk for injury. Another lull occurs between 2 a.m. and 6 a.m. - a particularly dangerous time for drivers.
2. **False.** While coffee can temporarily reduce drowsiness, it is not a substitute for sleep. A coffee-fueled but sleep-deprived driver can lapse into micro-sleeps and crash (literally).
3. **False.** Eight in 10 people think they can predict when they are going to fall asleep. They are often wrong. If you are drowsy or sleep-deprived you can fall asleep and never know it. Signs that you are at risk for falling asleep include constant yawning, difficulty focusing your eyes, no memory of driving the past few miles and lane drifting or tailgating. Stop and nap.
4. **False.** The only safe driver is an alert driver.
5. **False.** Many people insist they cannot nap, yet even people who say they are not tired will quickly fall asleep in a darkened room if they have not been getting enough sleep. Stop your car and recline. You may be surprised at how easily you fall asleep.
6. **False.** One in two people report occasional sleeping problems. If you awaken rested you are getting enough sleep. If you have to drag yourself out of bed, you aren't getting enough shuteye.

7. **True.** Have you ever driven at night and seen something that you thought was an animal, but turned out to be a paper bag? That's one way sleepy drivers misjudge their surroundings.
8. **False.** Teenagers and young adults actually need more sleep than people 30 and older do, yet they are often sleep-deprived.
9. **False.** You can't save sleep up ahead of time and borrow it back later. When your sleep debt gets big enough you will fall asleep, no matter what you are doing.
10. **True.** If you wake up feeling tired and not rested you may have a sleep disorder. See your doctor.

FACT CHECK

41.9 million - Approximate number of injury-related emergency room visits made in 2005.

Source: National Safety Council, "injury facts" 2008.



Picture This!

Puts a whole new meaning of "never run a red light!!!"

Did you know Gibraltar's Airport runway AND vehicular traffic crossings are at the same level?

