

# Communication skills

## Situational Awareness

Knowing what is going on around you



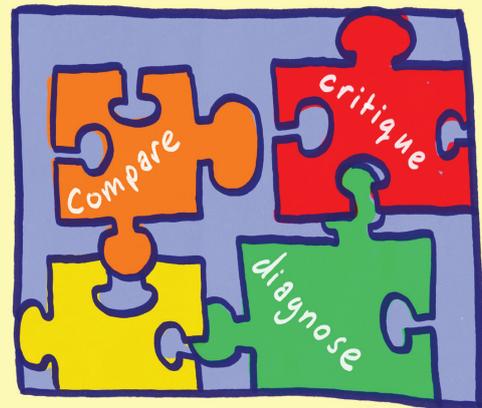
Task & Environment Factors

System design workload Stressors

1. Pre-briefing



2. Get Information



3. Understand it



4. Think ahead



5. Decision



6. Action

7. de-briefing



Individual Factors

Knowledge

Experience

Training

Abilities

Making conversations easier