

Fundamentals of Communication



Middle East Region (MID) Civil/Military Cooperation Seminar



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How to Communicate Effectively

Building Blocks of Communication

Everyone is engaged in aviation activities - yet we come from different backgrounds,

daily requirements and constraints to operational efficiency
"What I hear I forget, what I see I remember, what I do - I understand."

Confucius

How does this impact our ability to communicate effectively?



Fundamentals of Good Communication

Building Blocks of Communication

- Why is communication important?
- How do we communicate?

The ability to express an idea in a clear and well understood manner, is just as important as the idea itself

Why is communication important?



- To increase understanding, knowledge and capabilities
- To build trust and create good working relationships
- To make ourselves clearly understood
- To create effective change
- To be successful



How are we understood?



What does it mean to you if I say – “let’s secure this room”

The civilian will lock the door

The military will draw weapons, search everyone in the room, and then take both offensive and defensive positions securing all entry and exit points inside and outside of the room

How do we communicate?



– Non-verbally

- Body language
- Eye contact
- Physical distance or relation to the speaker
Is often the ***best indicator of understanding by the audience***



How do we communicate?



– Written word

- Complimentary or supplemental to the spoken word
- To a scattered audience (memo or emails – good way to communicate?)

– Verbally

- Casually
- Formally (briefings, presentations and meetings)

What are we saying?



- It is a complex process to be able to speak or write and be understood
- Communication must be specifically designed for the intended audience
- A high percentage of people do not understand the main points of a presentation due to:
 - Distractions from the message
 - Lack of focus or not paying attention to the message

What are we saying?



- Be organized!
- Know your subject and your audience
- Practice, Practice, Practice
- Be mindful of your rate of speech



What do we hear?

- Most people do not know how to listen well
- Many people are easily distracted
- It is human nature to daydream

How can I be a better listener?

- Focus your attention on the speaker
- Take notes
- Do not create your response before they are done speaking

“Seek first to understand, then to be understood.” [Stephen R. Covey](#)

Questions?





National Special Activity Airspace Project (NSAAP)



What is the National Special Activity Airspace Project (NSAAP)?



"And we're going to advance a next-generation air traffic control system to reduce travel time and delays for American travelers."

NSAAP is the NextGen effort to *enhance and more efficiently manage Special Activity Airspace*

Who Supports NSAAP?



CIVIL AVIATION

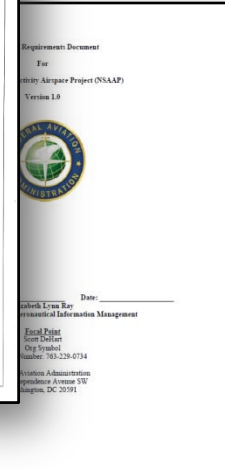


All Commercial Carriers,
NBAA, AOPA, others

THE DEPARTMENT OF DEFENSE



DoD's Policy
Board for
Federal Aviation



THE FEDERAL AVIATION ADMINISTRATION

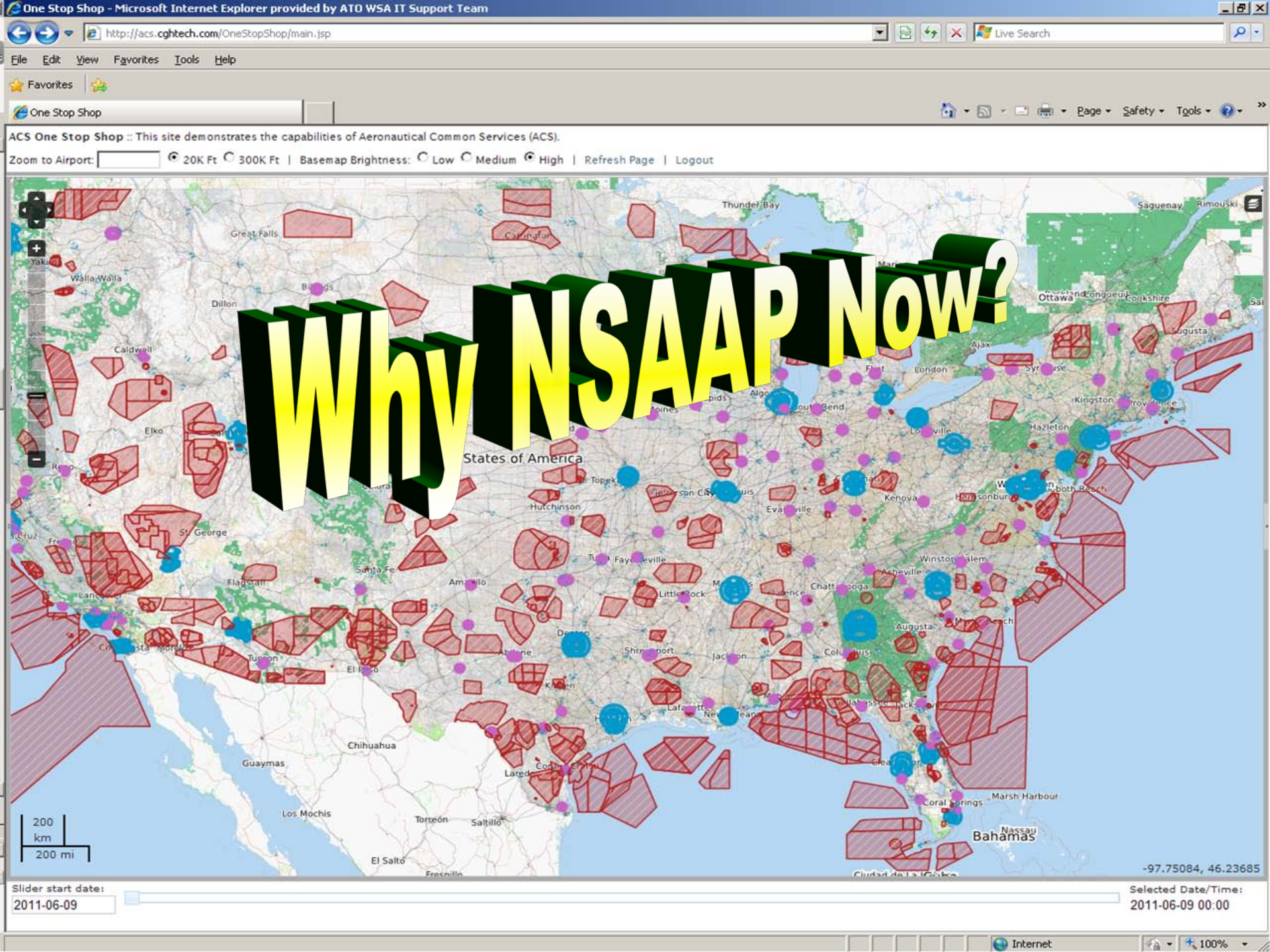


All ATO Lines of Business
Air Traffic Safety Action Program (ATSAP)
NATCA
Other FAA LOBs

NSAAP Goals



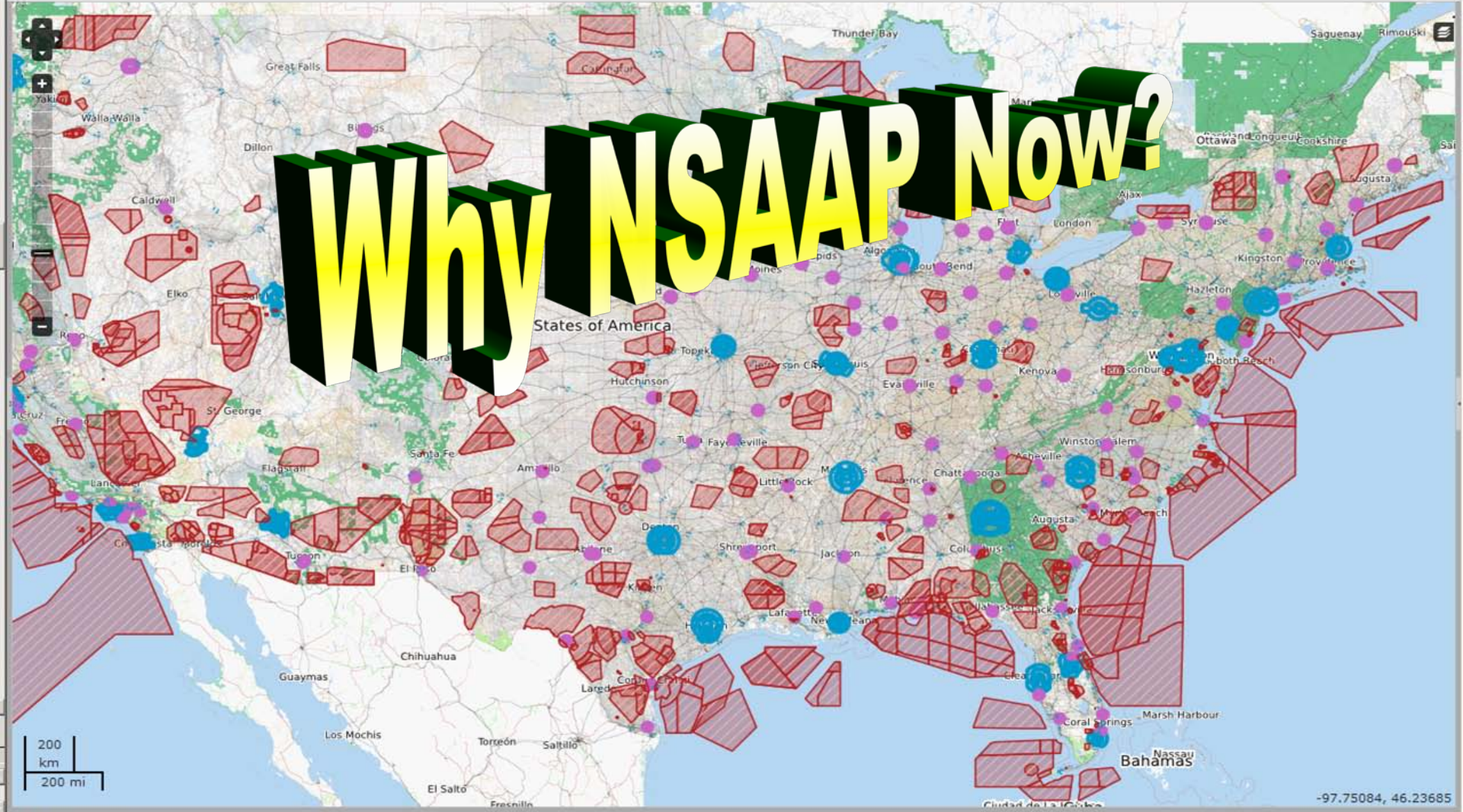
- To establish an electronic SAA scheduling capability
- To exchange real-time SAA data across FAA and DOD technology platforms
- Broadcast SAA real-time status information to all NAS stakeholders
- To establish a robust SAA metric and analysis system for improved airspace management and future airspace planning and design



ACS One Stop Shop :: This site demonstrates the capabilities of Aeronautical Common Services (ACS).

Zoom to Airport: 20K Ft 300K Ft | Basemap Brightness: Low Medium High | Refresh Page | Logout

Why NSAAP Now?



Slider start date: 2011-06-09 Selected Date/Time: 2011-06-09 00:00

Dept. of Energy data for CY 2011

At current consumption rates, every penny per gallon increase in fuel per year, translates to \$175 MILLION in additional operating expenses and \$17.5 Billion For every dollar per gallon fuel increase per year (based upon 2010 fuel data)

Budget cuts force Pentagon to redefine priorities: What can't we afford to cut?

DoD to find \$486 billion dollars worth of cuts from the defense budget over the next 12 years.”

Why NSAAP Now?

Table 0-1: Direct cost of air transportation delay in 2007

Cost Component	Cost (\$ billions)
Costs to Airlines	8.3
Costs to Passengers	16.7
Costs from Lost Demand	3.9
Total Direct Cost	28.9
Impact on GDP	4.0
Total Cost	32.9

Total Delay Impact Study – Sponsored by the FAA ATO Strategy and Performance Business Unit, through its National Center of Excellence for Aviation Operations Research (NEXTOR). NEXTOR Study Group included several prominent universities some of which were - UC Berkeley, MIT and Virginia Tech.

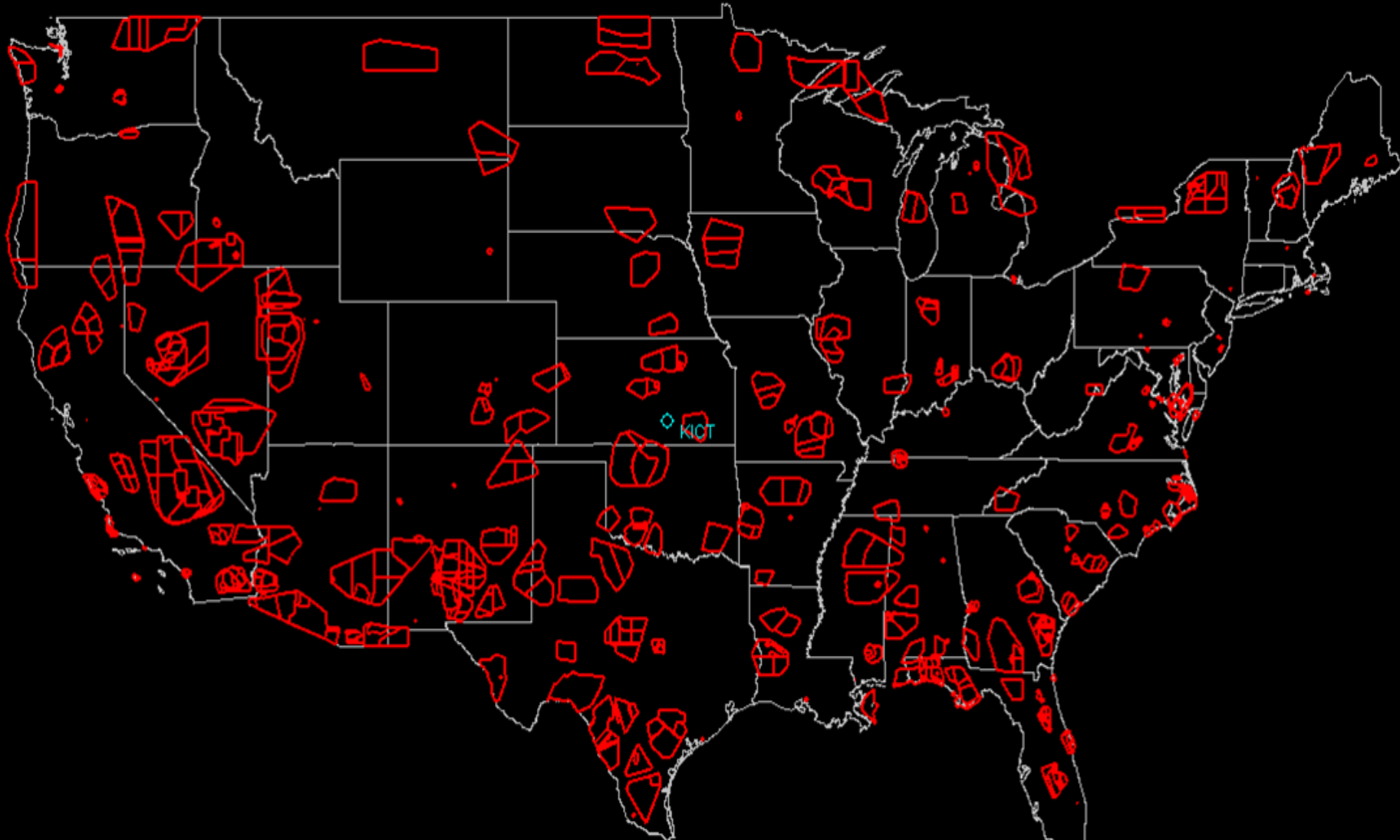
Steve Cowell- of SRC Aviation LLC.

**“U.S. airlines will carry
“Look at the aircraft orders**

732 million passengers this year,

**“If you wanted to order an airplane
746 million next year
from Boeing right now
and eventually 1.2 billion in 2032
you wouldn't get it for seven years.”**

What are the Issues?



Over 1000 Pieces of Special Activity Airspace

Special Activity Airspace



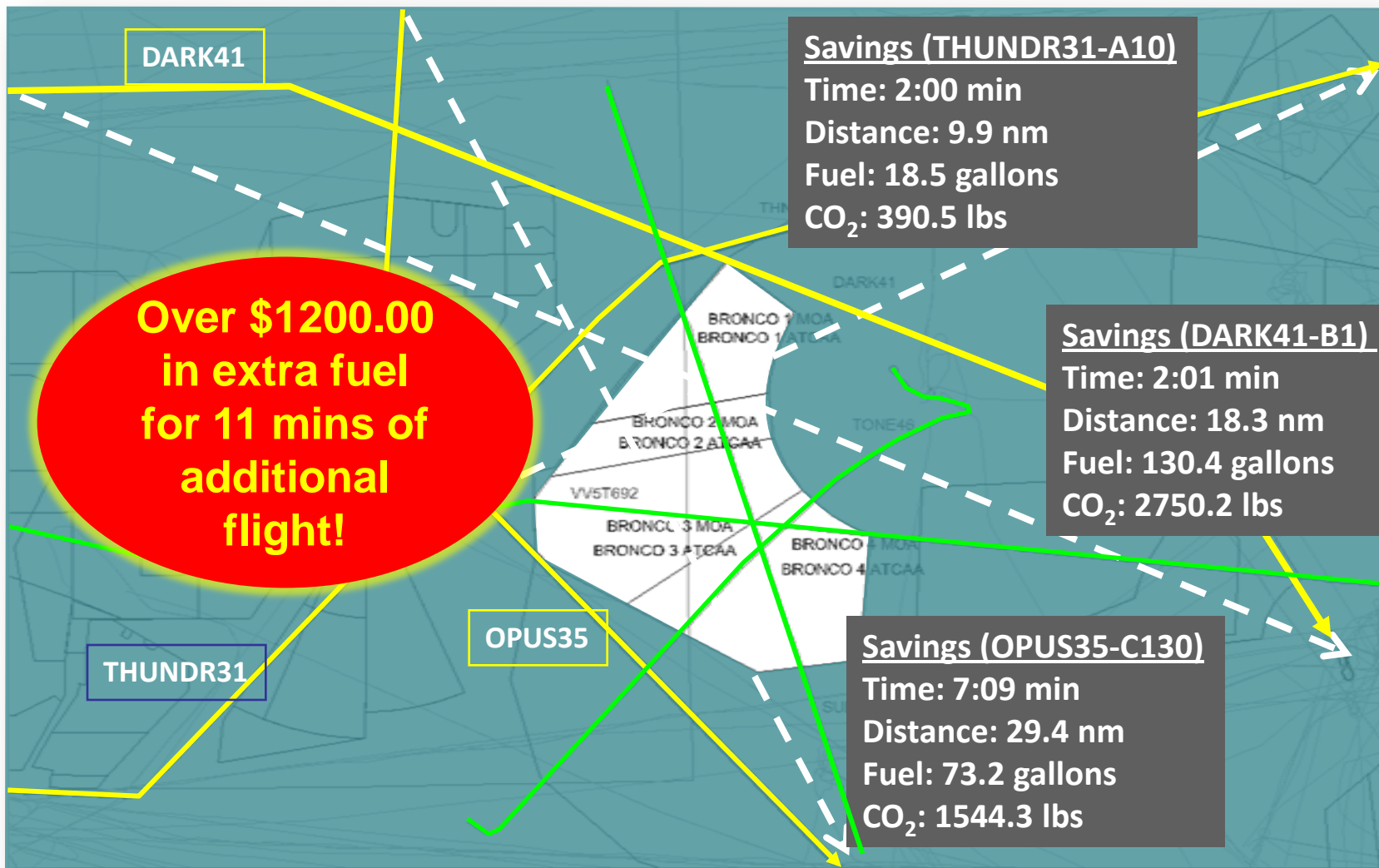
- **Aerial Refueling Tracks**
- **ALTRVs**
- **ATCAAs**
- **Instrument Routes**
- **MOAs**
- **Orbit Areas**
- **Prohibited Areas**
- **Restricted Areas**
- **Special Flight Rules Area (DC area)**
- **Temporary Flight Restrictions**
- **Temporary SUA**
- **Visual Routes**
- **Warning Areas**

Problems with the Current System

- Lack of standardized formats for schedule submission
- Lack of full participation in using automated processing
- Limited automation for timely schedule notification
- No automated means for disseminating real-time military airspace status information
- No automated tools for tracking, measurement, analysis, and reporting
- No nation wide civil/military system



Circumnavigating “Inactive” Airspace



What is the cost to Civil and Military operations?

77,000 NM in additional flying miles

15,000 minutes in additional time

&

**Impact on the Environment . . . 1,958,000
lbs of additional CO₂ emissions**



- Cost to Aviation Stakeholders estimates are based upon FAA NSAAP Benefits Analysis Study
- CO₂ Image Source: <http://www.topnews.in/panel-study-airline-emission-2228006>

What is the cost to aviation?

**Every Day over
\$275,000
in extra fuel**



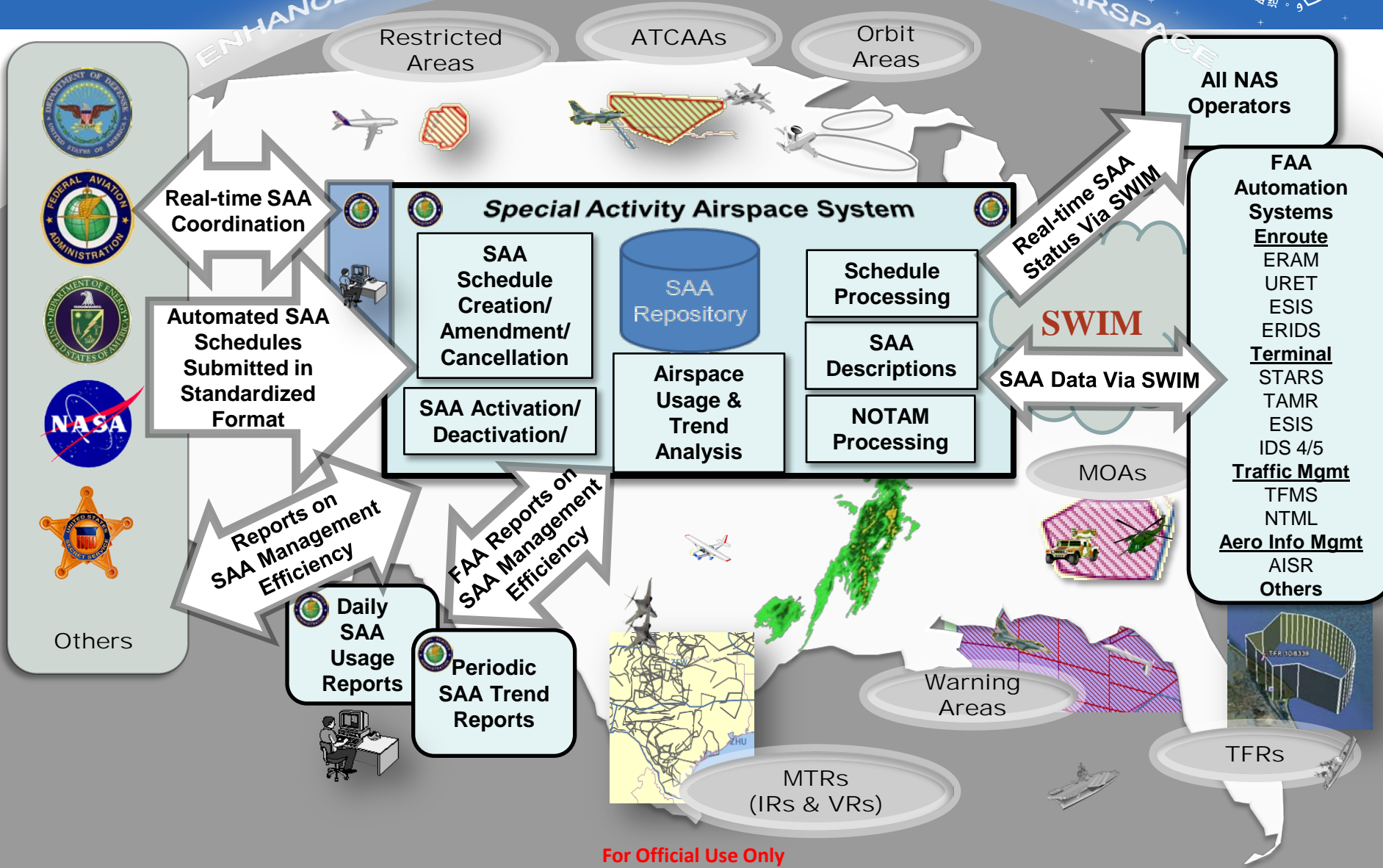
Image source: http://en.wikipedia.org/wiki/File:Stacks_of_money.jpg

A PROJECT OF NATIONAL IMPORTANCE

- Affects every aviation operator (domestic and International)
- Touches all branches of the military
- Involves most of FAA's Air Traffic Organization
- Involves DHS, NASA, and many other US government agencies
- Affects every member of the flying public
- Offers an opportunity to save \$\$ Millions \$\$ during times of shrinking budgets and increasing fuel costs

NSAAP: A Near-Term Win for NextGen

ENHANCE AND MORE EFFICIENTLY MANAGE SPECIAL ACTIVITY AIRSPACE



For Official Use Only

Real Time Exchange of Airspace Status

Military Scheduler



Airline Ops Center



**Air Navigation
Service Provider**



**System Wide Information
Management (SWIM)**

Civil Aviation



Military Benefits



- Safer operations within military airspace through enhanced public knowledge of military airspace status
- Better analytical data to manage military airspace
 - Improved dynamic use of airspace
 - Better coordination of large scale military exercises
- Access to real-time and current military airspace information
 - Enhanced flight planning
 - Real-time flight management based on known military airspace activity

Civil Aviation Benefits



- Safer operations through enhanced dissemination of SAA information
- Enhanced flight planning and real-time flight management based on known SAA activity
- Leverage new capabilities/technology
- Single authoritative database with SAA information

FAA Benefits



- Meeting goals of reducing emissions
- Metrics dashboard to track airspace use and trend analysis
- Improved accountability for military airspace use and managing the nations airspace
- Ability to subdivide/create airspace volumes that make efficient use of available airspace
- Interface between military airspace data and other air traffic automation systems

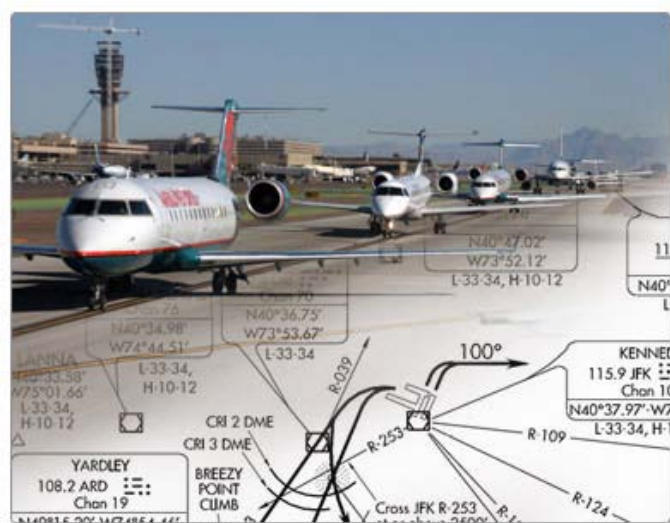
More efficient use of the nations airspace as set forth in Public Law

Yearly Direct Benefits



- **Reduced Flight Miles** - 28 Mil NM
- **Reduced Flight Time** – 93,000 hours
- **Estimated over \$100M savings in fuel per year** (based on jet fuel at \$3.00 a gallon)
 - Military: ~ \$12M
 - Civil Scheduled: ~ \$75M
 - Civil on Demand: ~ \$18M
- **Reduction in Carbon Emissions** – 325 mil kg
- **Improved Safety** - Potential reduction in Operational Deviations ~ 100/year (estimated)
- **More efficient FAA and DOD Operations**
- **Enhanced measurement of airspace utilization**

Questions?



Working Together - NSAAP