

## CREW RESOURCE MANAGEMENT

CRM is a set of training procedures that enhance situational awareness, assertiveness, flexibility, adaptability, and communication in environments where human error can lead to devastating effects.

It is critical that all participants in a mission, task, or activity have a voice and that they can be heard in time-sensitive situations where failure to error correct could lead to an accident.

Critical elements of CRM communication include:

- **Attention Getter** – “Hey Don. Stop!”
- **State your concern** – “I think you are too close to that cornice edge”
- **State the problem** – “With that big a cornice I think it will break far behind you”
- **State a solution** – “I think you can assess the overhang far better from that uncorniced area 50 feet further along the ridgeline”
- **Ask for buy-in** – “Do you agree?”

## Communication Principles

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There is a lot to effective communication, but these principles are helpful in all communication whether it be over the radio or face-to-face.

- **Clear** – simple without unnecessary jargon
- **Complete** – paints the whole picture
- **Concise** – plan what you are going to say, before saying it
- **Timely** – in time for changes to be made
- **Relevant** – pertinent to the concern at hand
- **Acknowledged** – similar to CRM – check to see that the message got across