

## **PROBLEMS OF COMMUNICATION SKILLS IN THE FIELD OF AVIATION**

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Aviation events confirm the fact that the communicative interaction of crew members is an integral part of flight safety, it can play a crucial role in resolving the dangerous situation. And although, according to the International Air Transport Association (IATA), modern aviation is the safest mode of transport. The success of pilots depends on the level of development of communication skills and the skills formed on this basis to establish relationships with other crew members.

Linguistic aspects of aviation communication are: conciseness, unambiguity, clarity; relative freedom of expression; typical "phraseology" aimed at maximum use of standard words and phrases, clear and understandable pronunciation, avoidance of verbosity in standard conditions; use of non-standard language units in non-standard situations; strict thematic direction of the content.

Ensuring the effectiveness of international radiotelephone communication is due to the following main characteristics:

- 1) conciseness, which provides a concise expression of a certain content with a minimum number of language tools, which enhances the content of statements;
- 2) clarity, or clear demarcation of similar languages means that prevents their confusion;
- 3) unambiguity, ie the use of language tools with one meaning, which does not allow misinterpretation of the statement.

The NTSB and the Transportation Safety Board of Canada have identified inadequate operational control and inadequate joint decision-making as contributing factors to air carrier accidents. The biggest causes of these accidents are due to the lack of a vision of shared responsibility for pre-flight planning, which is necessary among all involved. Instead, most problems are related to ineffective communication.

The most common examples of communication problems during emergencies are that flight crew members do not inform flight attendants of the nature of the emergency, the time required to prepare the cabin, and special instructions are required, such as using only one side of the aircraft in evacuation. Ineffective communicators increase the possibility of human error.

### **References:**

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