



SAFETY SPOTLIGHT

Clear Communication in a Busy Environment

In this issue of *Inside Choice Aviation*, we are reminded that one of the most critical factors in preventing accidents—and ensuring everyone goes home safely—is **clear and effective communication**. Air cargo and ground handling operations are fast-paced and complex. Misunderstandings, assumptions, or lack of information can quickly lead to serious incidents.

Why Communication Matters

In our high-pressure operational environment, multiple tasks often occur simultaneously, with teams working side by side. Clear communication ensures proper coordination, reduces risk, and keeps operations running safely and efficiently.

Key Communication Best Practices

1 Use Clear, Concise Language

Avoid jargon unless you are certain everyone understands it. Speak slowly, clearly, and with purpose to ensure your message is received accurately.

2 Confirm Understanding

Don't assume instructions are understood—verify them. Use phrases like:

- “Would you repeat that back?”
- “Just to confirm, you need me to...”

3 Use Standard Terminology

Consistently use established radio calls, hand signals, and operational terms. Standardization minimizes confusion and increases efficiency.

4 Report Everything

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5 Practice Active Listening

Give your full attention when others are speaking. Avoid distractions and ask clarifying questions if anything is unclear.

6 Maintain Situational Awareness

Always stay aware of your surroundings, personnel, and equipment movement. Your observations are critical to keeping others informed and safe.

7 Engage in Briefings and Debriefings

Actively participate in pre-shift briefings and equipment handovers. Share relevant updates and listen carefully to your teammates.

FINAL THOUGHT

In our environment, communication is a fundamental safety tool. Every clear message helps prevent incidents and protects lives. Let's all commit to communicating clearly, consistently, and effectively—every shift, every task, every time.

Stay safe out there!



Silence is a Hazard

Can you find all 15 words in this Word Search?

- team
- observations
- precision
- radio
- phonetic
- marshalling
- vigilance
- compliance
- verification
- reporting
- accuracy
- NOTAC
- read back
- acknowledgment
- hand signals

T E D U M H Z J G X M G Q I T D H Y W H R J C E
W X B W U A R C U A E N P R T X W T D O A D F W
O O A R K O R K F T E F W A I N C P G D F T E I
W V H Y Z V G S S S A N J Y R O M O T H Y Z O W
D H Z C C M M R H K S N I O K I Q W C P Y X B A
Y R F A F A V X F A T C S Y H S A F R J G T S Y
Z I Z R R G C S X F L L L J D I T E E L F D E U
O Q T U Q R C K M F A L Y C P C L R H T R P R W
I V S C I D A Y N N K Z I R H E L C S E S C V C
D T D C N K T H G O E V E N D R R W A W A H A F
N N B A V F P I C B W M C O G P K D P T C N T H
F S X J O E S H V I A L H O W U B P O C A W I Z
K L I H X D R O O I N P E D M A O N V M J A O B
C S A I N Y A I L N G X J D C P T T M F N V N C
L Y O A J T K Y F R E I O K G C L W Z H I Y S G
G T H I A G H M G I Q T L G S M U I H P D N L K
Q Z J E D E G I J N C T I A G W E R A F D T F C
L J U G S A P X K Q I A R C N W N N J N Z A R I
Y D F M R E R H D H S T T F R C W T N C I E N
X Y E N T X M D K Y K M R I H G E C G U R E F J
A H X O H O H M M R A Q Y O O Q O G J X R I F J
O U W Z G Z J Q O E H H R L P N U E D H M F T J
D E Y O J L C R T L K S H C Q E O L H G G E J F
S M S W T G M S F J Z F L Q N P R Y D R C D J X