



## Effective Safety Communication

**Gary Hagan**

[hagangf@y12.doe.gov](mailto:hagangf@y12.doe.gov)

ES&H Manager

Uranium Processing Facility Project Team

**UNCLASSIFIED**

This document has been reviewed by a Y-12 DC/UCNI-RO and has been determined to be UNCLASSIFIED and contains no UCNI. This review does not constitute clearance for public release.

Name: **Scott Hope**

Date: **09/04/2014**

# Do you recognize this photo?



Source: NTSB Office of Aviation Safety (Robert Benzon, Investigator in Charge)



# A Case Study in Communication Success

- **US Airways Flight 1549 forced landing on the Hudson River, January 15, 2009**
- **Audio recording of communications between the Captain and the Control Tower**
- **Video of the flight path**
- **Handout of the transcript**

[Video from NTSB Website](#)



# Safety Culture Traits

# Flight 1549

**Leadership Safety Values and Actions**

Any doubt about Zullie's leadership and commitment to safety?

**Problem Identification and Resolution**

Crew quickly identified the problem, established corrective measures.

**Personal Accountability**

Crew accepted responsibility for safety of passengers.

**Work Processes**

Procedural checklists helped crew control the situation.

**Continuous Learning**

Crew applied knowledge from their training.

**Environment for Raising Concerns**

Captain raised concerns when selecting alternate landing sites.

**Effective Safety Communication**

Disciplined but open communication.

**Respectful Work Environment**

Tower and crew respected the Captain's decisions.

**Questioning Attitude**

Questioning attitude when choosing alternate landing site.

**Decision making**

The Captain chose a landing site that put the fewest number of people in peril – the Hudson River.



### **Disclaimer**

This work of authorship and those incorporated herein were prepared by Consolidated Nuclear Security, LLC (CNS) as accounts of work sponsored by an agency of the United States Government under contract DE-NA0001942. Neither the United States Government nor any agency thereof, nor CNS, nor any of their employees, makes any warranty, express or implied, or assumes any legal liability or responsibility for the accuracy, completeness, use made, or usefulness of any information, apparatus, product, or process disclosed, or represents that its use would not infringe privately owned rights. Reference herein to any specific commercial product, process, or service by trade name, trademark, manufacturer, or otherwise, does not necessarily constitute or imply its endorsement, recommendation, or favoring by the United States Government or any agency or contractor thereof, or by CNS. The views and opinions of authors expressed herein do not necessarily state or reflect those of the United States Government or any agency or contractor thereof, or by CNS.