



Partnership Opportunity Briefing Paper

“Predictable is Preventable: Controlling Human Error in Air Traffic Control Operations”

Opportunity. The opportunity exists to develop a partnership to evaluate and modify a proven approach to assist individuals in predicting and preventing human error. It is hypothesized that this approach, which has been proven effective in dynamic, tightly coupled environments such as the cockpits of jet aircraft, may be beneficial in controlling individual human error in other environments, such as Air Traffic Control operations.

Discussion. For the past several decades, human factors researchers in aviation have studied a variety of phenomena which lead to a dangerous condition referred to as *lost situational awareness (SA)* and *sudden loss of judgment (SLOJ)*. In these situations, a normally controlled pilot would depart from his or her typical habit patterns and rational thought patterns and react unprofessionally (and unpredictably) to external and or internal stimuli. These sudden losses of judgment would often end tragically. In other circumstances, uncharacteristic mistakes are made during routine and standardized practices, baffling managers and investigators.

Research into these phenomena have recently resulted in a series of learning programs designed to teach knowledge, tools and techniques for controlled response through **enhanced self-awareness and the application of personal performance control techniques**. These programs have been offered under the umbrella of Convergent's "Global War on Error" program and have proven to be both effective and relatively easy to learn.

Potential Partnership. Convergent Performance (www.convergentperformance.com) is a private sector company that specializes in this type of cutting edge training and holds existing contracts with the Department of Defense, Department of Homeland Security and the USDA Forest Service – among others - to develop and instruct these decision support and error control programs. Convergent seeks a partnership to expand the use of this concept into other environments where it may be of equal or greater effectiveness.

One potential outcome of this collaborative effort would be to develop and prototype a set of learning materials in support of Air Traffic Control, followed by a one year field test of the approach. We are open to all suggestions that would be mutually beneficial to Convergent and our new partners.

Next Steps. Please email your interest and ideas directly to Dr. Kern at the address listed below. Currently, Convergent is prepared to begin development with appropriate resources and stakeholder (user) interest. Next steps would include a meeting or conference call to discuss potential collaborative efforts, funding sources and partnership requirements, project team and implementation approach. Current point of contact for Convergent is:

- Dr. Tony Kern**, CEO Convergent Performance, LLC
- o Phone: Office - 703.441.9213 Mobile – 540.497.1363 FAX - 703.441.9215
 - o Email: tony@convergentperformance.com