

9

LACK OF ASSERTIVENESS THE DIRTY DOZEN

80%
of mistakes in aviation involve HUMAN FACTORS and if not detected could lead to accidents

1. LACK OF COMMUNICATION
2. COMPLACENCY
3. LACK OF KNOWLEDGE
4. DISTRACTION
5. LACK OF TEAMWORK
6. FATIGUE
7. LACK OF RESOURCES
8. PRESSURE
9. LACK OF ASSERTIVENESS
10. STRESS
11. LACK OF AWARENESS
12. NORMS

This refers to ALL AREAS of activity related to aviation



“Listen!
I own the aircraft and I say it’s NOT a bad leak.”

LACK OF ASSERTIVENESS COUNTERMEASURES

- ✓ Stand up for what is right & firmly refuse to compromise on safety.
- ✓ Do not simply go along with the loudest or most dominant person.
- ✓ Be assertive, know the standard and refuse to let circumstances compromise it.
- ✓ Take ownership, address potential hazards, it’s YOUR duty, your decision and your future.