



COMOTI
ROMANIAN RESEARCH &
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ANIMA

Aviation Noise Impact Management
through Novel Approaches



Barriers in communication in Noise Management

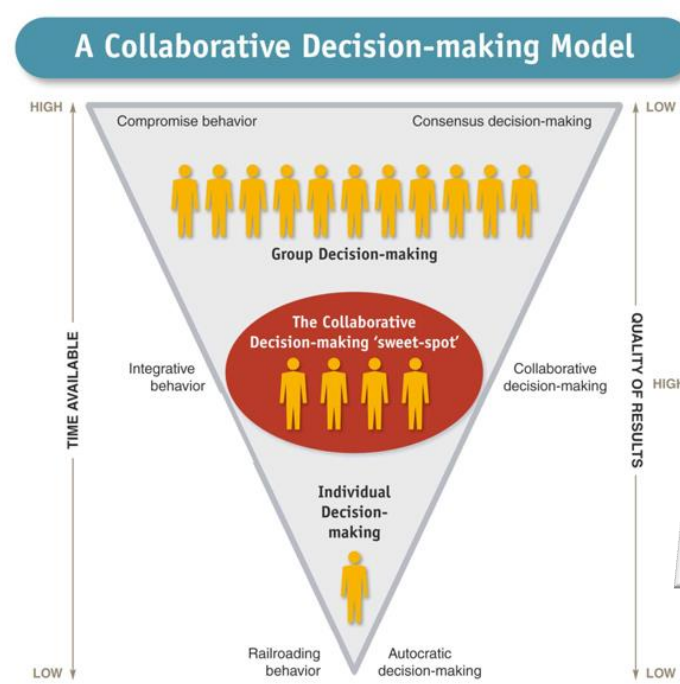
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CEAS-ASC 2018 Workshop

Communication assets

- The purpose of exchanging information
- Available communication techniques
- Why is communication important in Noise Management?
- Aviation-related examples of collaboration (CDM, A-CDM)



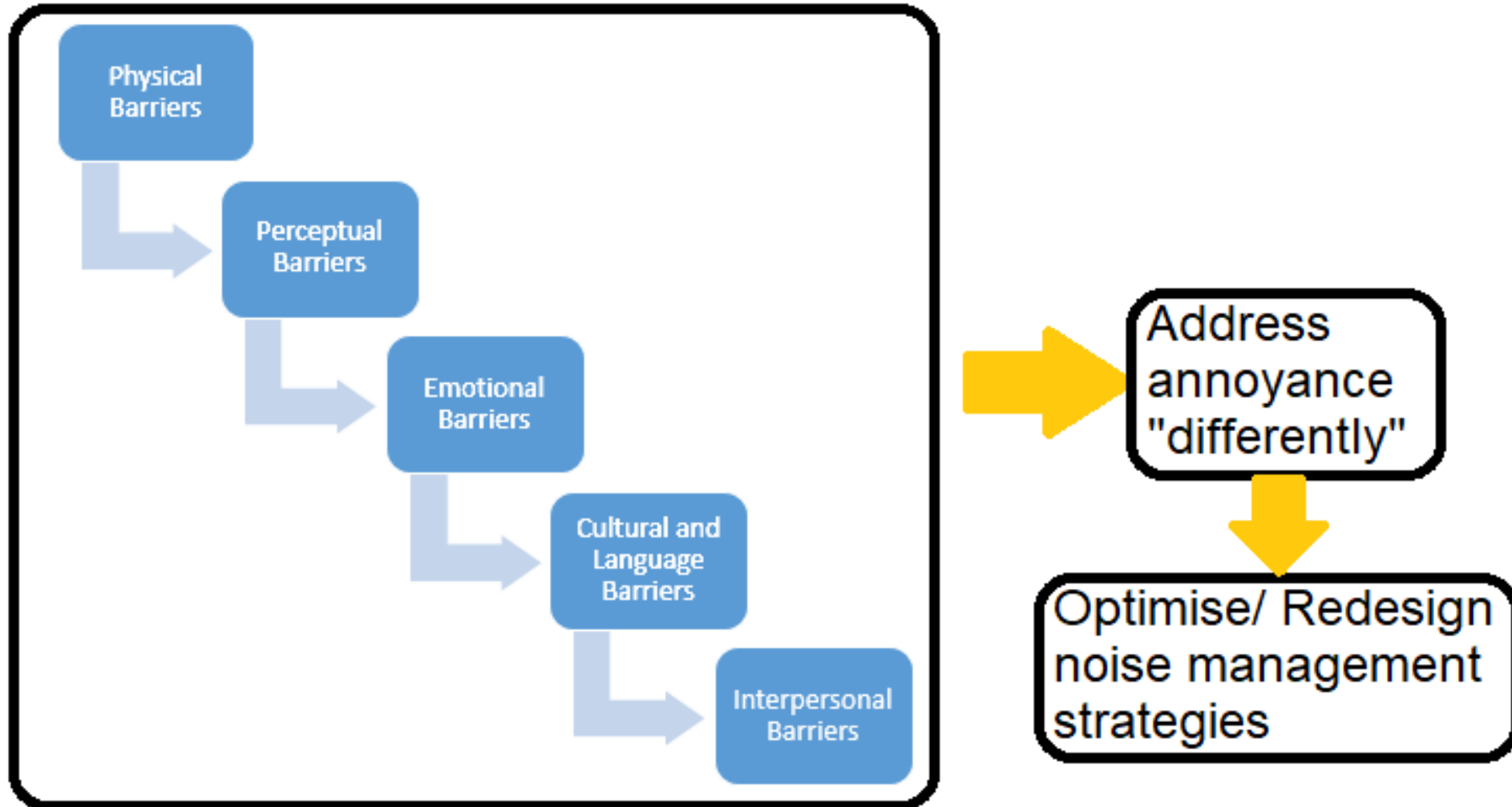
Modes of Communication	
❖ Ancient Methods	❖ Modern Methods
• Speech	• Telegraph/telegram
• Cave art	• Telephone
• Smoke signals	• Television
• Hieroglyphics	• Radio
• Running messengers	• Facsimile
• Drums	• Cellular phones
• Flags	• Computer
• Heliograph	• Internet

Source: <https://www.slideshare.net/Spiderella/telecommunications-in-healthcare>

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Communication Analysis Methodology (example)



Contributing Factors and Barriers

Examples of questions to establish contributing factors to ineffective communication

1. Are discussions organised on a regular basis or just the required public consultations?
2. Is the voice of the community heard? Are the opinions taken into consideration in decision-making?
3. Is there transparency in communicating noise issues? Is anonymity ensured in reporting?
4. Can discussions take place in an effective manner? Are all terms properly understood?
5. Is the role of the community in noise management properly understood?

Potential Barriers

- 1. Physical Barriers**
- 2. Perceptual Barriers**
- 3. Emotional Barriers**
- 4. Cultural and Language Barriers**
- 5. Interpersonal Barriers**

Barriers in communication and proposed actions

Physical

- GOAL: Build a relationship with the community
- Awareness campaigns
- Regular discussions

Perceptual

- GOAL: Identify other potential barriers in communication
- Integrate opinions in the design of new interventions
- Discuss trade-offs

Emotional

- GOAL: Establish a relationship based on trust
- Build trust
- Focus on transparency
- Overcome fear, suspicion and mistrust
- Create a safe reporting environment

Cultural and Language

- GOAL: Reach mutual interest and win-win situations
- Establish a common language
- Establish behavioral patterns
- Focus on approval, recognition and inclusion

Interpersonal

- GOAL: Approach all relevant participants
- Determine suitable conditions for different speech patterns
- Overcome withdrawal (“fight or flight”)
- Select the “right place” and the “right time”

Available communication tools

- Social Intranet (internal communication)
- Private/Group Discussion Forums
- Available support and services (telephone/ website etc.)
- Social Media (Facebook, Twitter, YouTube etc.)
- Posters/ Flyers

Pilot Fatigue



SKYclips

The importance of communication in Noise Management

- Defining and understanding the problem of aircraft noise exposure
- Analysing the implications of noise impact
- Assessing the risks in Noise Management
- Identifying adequate solutions for annoyance
- Implementing and monitoring of noise-related interventions



Source: <http://www.entrepreneurialfreedom.ca/from-awareness-to-annoyance/>

Thank you for your attention!