

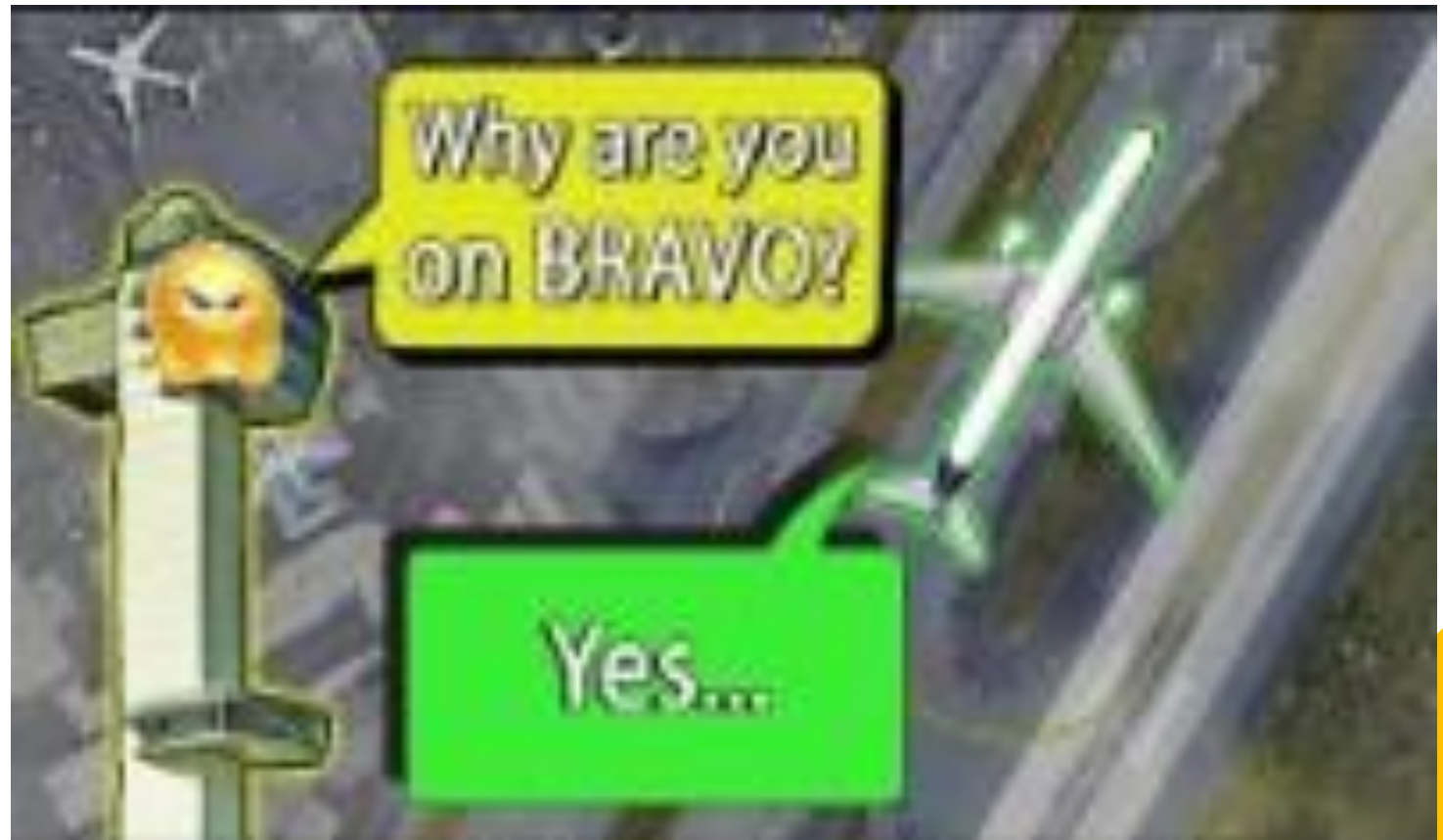
**Reflections on raising  
communication awareness  
in pilot language training:  
attempts to bridge gaps  
based on real-life  
occurrences**

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# *Trigger Point*



# Brief Remarks

- Title & Introduction
- Specific situation – variables

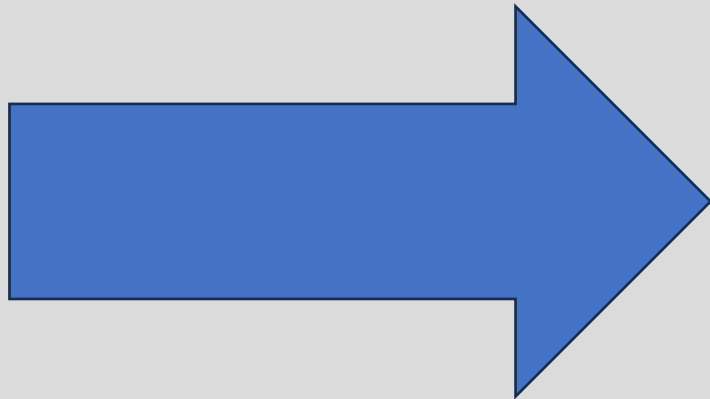
JFK Controllers (NS) and LATAM Pilots  
(Brazilian, NNS)

- Historically, it is similar to AirChina 981,  
2010, JFK



# *What am I (NOT) doing to avoid that?*

- Language training
- LHUFT research work (articles and Oil & Gas Industry)

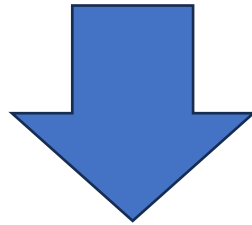


METALINGUISTIC AWARENESS on

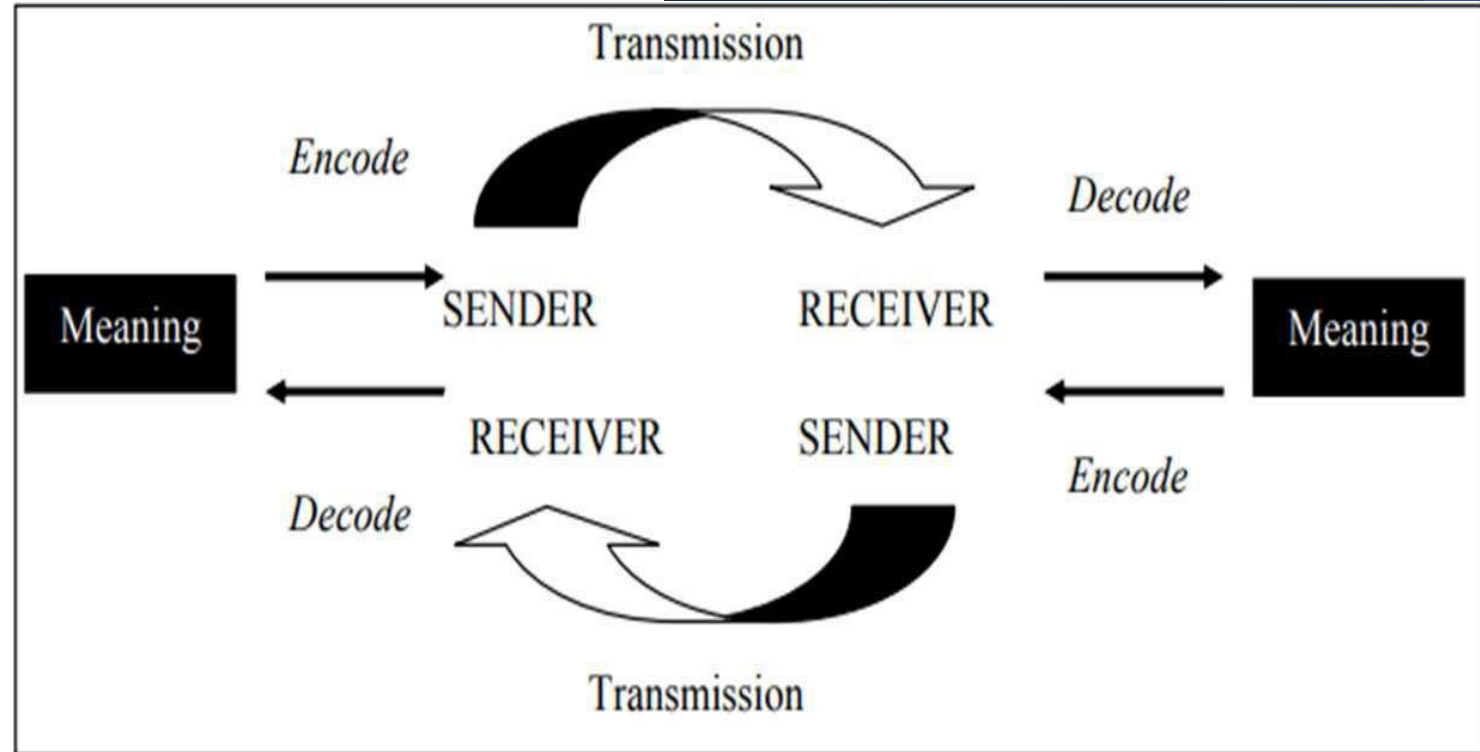
**COMMUNICATION**

# COMMUNICATION – Basic Principles

- Etymology: Latin, communicare

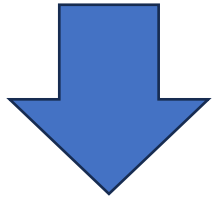


SHARE



- Schematics of Two-way Communication (Flin, O'Connor and Crichton, 2008)
- KEY UNDERSTANDING: Communication is collaborative

# Cooperative Principle



unsuccessful  
communication:  
violation of a maxim

GRICE (1975): 4 MAXIMS

- Quantity – Be informative

- Quality – Be truthful

- Relation – Be Relevant

- Manner – Be Clear

- Quantity – Be informative

- Quality – Be truthful

- Relation – Be Relevant

WHAT

- Manner – Be Clear

HOW



# Reflection Activity



# 1. Why communication was not effective?

- Lack of language proficiency on behalf of pilots
  - communicative functions towards triggering actions: answering questions, confirming, readbacks, ...
- Lack of previous airport knowledge on behalf of pilots
  - Coordination of communication: ramp Control, Ground Control
- Lack of collaborative skills regarding communication on behalf of controllers
  - sarcasm, passive-aggressive tone, rate of speech, plain English

## Examples: Pilot

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There wasn't ANY correct readback with 4L. Consequently, wrong action. (Cognitive processing)

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Did not manage to elaborate a clear message to ATC to explain his situation (at least twice)

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Did not manage to identify a question: "Are cleared to the ramp"

## Examples – Controller

- ***“That’s not for you, sir”; “That’s not what I said”***  
- very well marked
- ***“OK. As instructed, turn left G, ....”***  
- passive- aggressive tone, sarcasm
- ***“You’re not even listening, sir. If you’re talking to the ramp, stop talking. Turn left on G, ...”***  
- passive- aggressive tone, sarcasm;  
- politeness markers
- ***“I told you to enter runway 4L, why are you on B?”***

- ***“Tam 8180 heavy, hold short of Foxtrot, contact the ramp, and you did not do what I instructed.”***

- need to emphasize the error; 1st person

- ***“I have no idea of what you’re saying, sir”***

- ***“Ok, then you can’t go to the ramp, then”***

- passive-aggressive tone

- ***“ I need to know, though. When you get there, are you cleared in? There’s aircraft blocking the alley. I want to know if your ramp and all that is open, otherwise they cant get you there.”***

- rate of speech: to someone who did not understand the question “Are you cleared in?”

2. How could these problems be associated to the Cooperative principle/ the Maxims?

Pilot: WHAT  
(quantity not  
informative)

Controller:  
HOW  
(manner)



3. If you were the pilot/ATC, what would you have done?

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- “Tried to explain the situation”
- “Asked him to say again, repeat, speak more slowly, ...”

# Native and Non-native speakers of English

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\*Non-native speakers of English:

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- easier perception of Aviation English as a specialized language

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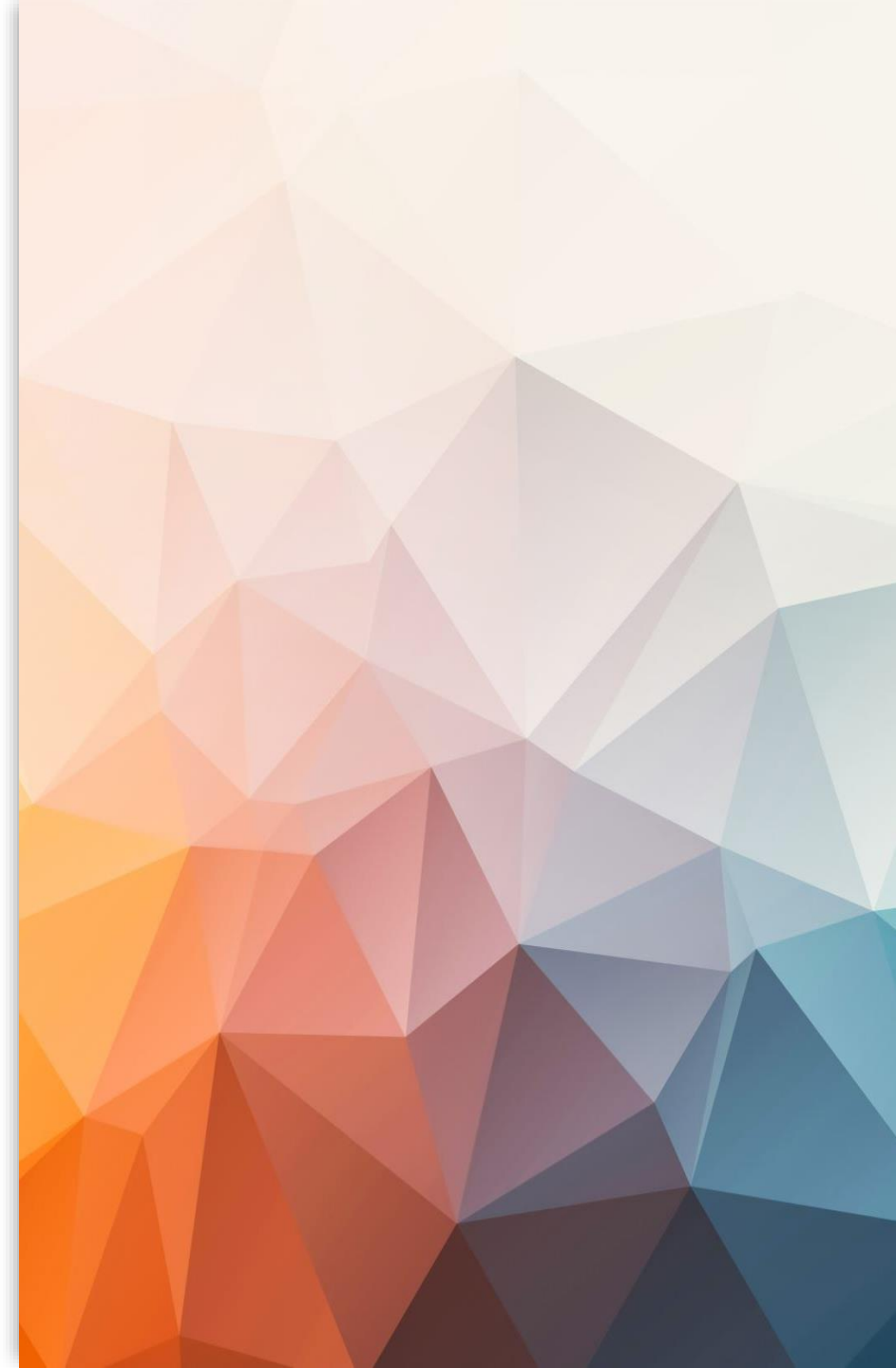
- lower self-esteem and confidence

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\* What if the international aeronautical community decided to speak Aviation Portuguese?

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- How would we change?



# WHAT IS THE BEST RATE OF SPEECH FOR SAFE, EFFICIENT R/T COMMUNICATION?

Paul Stevens, August 2023

Speed in which we speak

ICAO says 100wpm – Aviation Community ?

25% 100wpm - **150w/min** 60%

Variables: accents, standard phraseology, non-routine situations

Ideas to improve: text communication, A.I,





Non-native speakers: need to improve language skills



Native Speakers: lack empathy, don't stick to standard phraseology, don't pause enough, don't speak clearly



*“HOW CAN WE TRAIN PEOPLE (ESPECIALLY NATIVE ENGLISH SPEAKERS) TO SLOW THEIR RATE OF SPEECH AND BECOME BETTER COMMUNICATORS?” (Stevens, 2023)*

# FINAL REMARKS

- Research on linguistic AND metalinguistic aspects

Language as a Human Factor in Aviation (LHUFT Taxonomies, Prof. Elizabeth Mathews)

- Native and Non-native speakers of English need to
  - BE AWARE that communication is collaborative and
  - BE WILLING to compromise
- Integration of metalinguistic activities to training (? Mandated) so that we can promote a broader mindset regarding strategies to deploy in intercultural communication – “shared responsibility”

# Thank you! ✈️



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