

## **DIGITAL SAFETY STORIES DISCUSSION POINTS**

**STORY: What We Didn't Know**

**AUTHOR: Howard Ragsdale**

**DATE OF STORY: October, 2009**

1. How was AMRM/CRM utilized in this story?
2. Respond to the statement "Surely my partners wouldn't put me in danger."
3. Does this behavior still exist? What secrets do we work with everyday? What is accepted as tacit knowledge?
4. Do we hold "popular" pilots to the same standards as "unpopular" pilots? How could this affect safety? What really defines the "popularity" of a pilot . . . or of any crew member?
5. What safety best practices were violated? Did the crew take on any unnecessary risks? What were they?
6. Do we operate under the façade of honesty? Did the pilot "lie to tell the truth" when climbing to 1,000 feet for a location report?
7. What was missing in this "safe" program? What impact does culture have on safety? (Refer to NEMSPA No Pressure poster and the three levels of protection.) How does complacency play a role in this story?
8. Management, in this case, believed they had done their part in giving out all the tools to be a safe program and yet things were not filtering all the way down. Are there measurements (metrics) that would catch these types of things? How much does management do to assure that safe practices are being followed?