

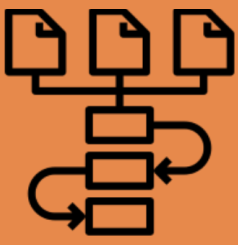
DISTRACTIONS

Managing and mitigating options for everyone in the aviation system



Check Workflows

Wherever possible structure workflows and manage priorities to avoid distracting people - especially during critical tasks. Aim to complete critical tasks early in a work shift when people are at their most alert. If this is not possible, consider support options such as breaks, help from others and cross-checking. Designate others to deal with 'pop up' tasks to avoid distracting people doing critical tasks. For those working electronically, use digital tools such as email rules to limit distractions. Managers have a responsibility to help set suitable workflows.



Communicate about priorities

Early and continuous communication between colleagues and organisations about priorities and task flows is helpful. Prior planning for emergencies or urgent situations can provide an immediate focus if a distraction occurs. Communicating with families and loved ones about priorities for sleep, and deferring non-urgent personal issues until after work can be helpful.



Avoid Interruptions

Avoid interrupting people working on a critical task unless there is an urgent safety issue. If you need to interrupt them, give them time to back-track to regain their workflow, and consider adding an additional check at the end of the task. In dynamic situations, help them to re-start their task by providing critical information to aid awareness. Organisations should support people who need to stop or defer a task for safety reasons.



Monitor your own wellbeing

Starting work refreshed and alert is important, and the more fit and healthy you are the better you may be able to deal with distractions. Reach out to company and personal supports if you need help to manage any aspect of your wellbeing. Organisations should maintain an open dialogue with employees about how best to support wellbeing.



If you are distracted

Whenever possible take your time getting back into your task, consider taking a break. If working on a checklist or process go back to the last step you remember, or if you can't remember re-start the process. Have someone else cross-check your work. Prepare for dynamic situations with clear safety goals (for example the 'Aviate Navigate Communicate' priorities used by flight crew).



Feedback

Ensure safety reporting tools have a way to capture distractions and their impact, to feed into your ongoing safety and resource management systems. If you notice that a colleague is distracted, help them to mitigate the effects or seek further support.

