

## Says

What have we heard them say? What can we imagine them saying?

What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior?

5. Maintenance Issues:

Inadequate maintenance

or oversight of aircraft

maintenance procedures

can lead to mechanical

failures.

6.Communication Failures:

Misunderstandings or

breakdowns in

communication between air

traffic control and the

flight crew can have

serious consequences.



**Thinks** 

1.Pilot Error: Mistakes made by the flight crew, such as misjudging weather conditions or improperly following procedures, are a leading cause of crashes.

3. Weather Conditions: Adverse weather, including thunderstorms, turbulence, fog, and icing, can pose significant risks to flight safety.

2. Mechanical Failure: Malfunctions in aircraft components, like engines or control systems, can lead to

accidents.

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7. Fuel Problems: Running out of fuel or other issues with the fuel system can cause engine failure.

9. Navigation Errors: Mistakes in navigation, including incorrect course plotting or misreading instruments, can lead to accidents.

8.0verloading: Carrying excessive weight or cargo can affect an aircraft's performance and stability.

11. Runway Incursions: Incidents involving aircraft and ground vehicles or other aircraft on runways can lead to accidents.

10.Terrorism:

Peliberate acts of

terrorism, such as

hijackings or

bombings, can result

in crashes.

12. Human Factors: Factors like fatigue, stress, and distractions among flight crew members can impair their performance and contribute to accidents.

3. Weather Conditions:

Adverse weather,

including thunderstorms,

turbulence, fog, and

icing, can pose

significant risks to flight

safety.

**Feels** 

What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?



## Does

What behavior have we observed? What can we imagine them doing?

