Ex. 2 p. 88
- Situation 1:
The employee doesn't communicate effectively, because she doesn't support her opinion.
She isn't confident in what she's saying.
- Situation 2:
The co-pilot is sure of her concers and convinces the main pilot to right activities that
can save them from the disaster.
- Situation 3:
The technician is very stubborn which changes the mind of his supervisor.
He was very convincing and sure of his concerns.

Ex.3 p. 88
1 - Technician
2 - Co-pilot, Technician
3 - Co-pliot, Technician
4 - Co-pilot, Technician
5 -
6 - Co-pilot, Technician
7 - Co-pilot, Technician

Ex. 6 p. 89
The plane flew during the storm which caused pitot tubes to freeze
and to disable the autopilot system.

Ex. 7 p. 89
Two theories:
1. The malfunction of pitot tubes.
2. Poor communication in cockpit.
Evidence:
1. Weather data and flight data show that the plane entered a high-altitude thunderstorm.
2. Radio transmission in which they hear a second voice warning about the speed withat the answer.
Future changes:
1. Pitot tubes should be inspected and replaced if needed.
2. The airline should train the flight crew on how to communicate effectively.
Attachment contains:
Transcript of all the radio communication and a brief explanation of how pitot tubes work.

Ex. 1 / PHOTO
A - 2
B - 4
C - 1
D - 7
E - 9
F - 3
G - 8
H - 5
I - 6

Ex. 2 / PHOTO
2. The airline wouldn't have been allowed to operate unsafe aircraft, if the regulatory had taken its safety responsibili ies more seriously.
3. If the manufacturer had responded to previous pressurisation incidents in the same type of aircraft, the malfunctio

wouldn't have occured.
4. The plane would have crashed much sooner, if it hadn't been in autopilot mode.
5. If the crew had shared a common language, they would have been able to communicate better with each other and with the maintenance department.
6. If they hadn't found the FDR, the causes of the accident would have been less clear.