



- Store the message

In receiving a message we must:

- Be prepared to receive messages
- Receive the message
- Interpret the content of the message
- Respond to the message
- Store the message

Problems in the Communication Process

Problems that can arise at each stage, possible reasons for those problems and possible solutions are captured in the Table below.

Table 1

Communication Stage	Problem	Solution
Sender		
Identify the need to communicate	Fail to identify the need	Ensure via training, assessment and procedures that all crew understand their responsibilities and the rules for communication: when and how to communicate and the goals of each communication.
	Identify the need but fail to communicate	Procedures, rules, and recommended practices must be credible and can be easily followed – ask for feedback from the end users on this.
Select means of communication	Use the wrong method of communication – example - hand gesture rather than radio call	Don't send messages in the wrong form. (e.g. by word of mouth if the receiver then has to write it down) The 'best' method is not always the most obvious – there is an advantage in face to face communications in that it shows commitment by the communicator. If the 'best' method cannot be used, use the next most favorable but compensate for this. For example, using two means of communication and by asking for feedback.
Create the message	Fail to make the message is clear – use non-standard ambiguous or complex language	If the message is in written form, consider the 'reading age' of the receiver, promote understanding by seeking feedback.
	Omit information	Devise some standard messages where possible.
	Include incorrect information	Establish rules for creating messages.
	Include too much or irrelevant information	Use training to raise awareness of problems and to develop good practices in message composition.
Send the message	Fail to send or send too late	