



Monarch Airlines CRM





Interpersonal Communications Exercise

SENDER → Encode → CHANNEL → Decode → RECEIVER

Non Verbal

Personality

FEEDBACK

Personality

Behaviour

Behaviour

Knowledge

Knowledge

Experience

Experience

Beliefs

Beliefs

Culture etc.

Culture etc.



Barriers to Communications

Mechanical (Noise level, Radio Tx, Passengers)

Semantic (Do you have the same code/decode)

Psychological (Character, Behaviour, Authority gradient)

Workload..... OVERLOAD







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