

# Listening comprehension in ATC – say again?

Workshop J

**Anđelka Dugonjić Hercog**  
**Filip Jurčić**

# Aeronautical communications

- \* Require speaking and listening skills
- \* ICAO phraseology – a formalized code
- \* Absence of a visual channel
- \* Only one speaker at any one time
- \* Acoustic conditions

(ICAO Doc 9835)

# The three Vs of communication

**V**isual

**V**ocal

**V**erbal



# Formalized code

- \* Reduced vocabulary (around 400 words)
- \* Short sentences, simple structure
- \* Pronunciation, stress, rhythm
- \* It represents a set of operational procedures

# Factors affecting listening comprehension

- \* Interrelated – usually more than one involved
  - \* Accent
  - \* Rate of speech
  - \* Vocabulary
  - \* Syntax
  - \* Density of information
  - \* Expectation bias
  - \* Listener



[andjelka.hercog@crocontrol.hr](mailto:andjelka.hercog@crocontrol.hr)

[filip.jurcic@crocontrol.hr](mailto:filip.jurcic@crocontrol.hr)