

Interview Questions

1. Ok, so to open with, could you please briefly describe your role at _____?
2. How long have you held this position?

Thank you for that. So to start the questions, could you please tell me about a time in the recent past when you had had a bad day, and yourself or a colleague was nearing the edge of your performance?

- How did you know? (anything else?)
 - What was the context/ the circumstances?
 - What did you do about that?
2. What markers have you used that informed you about your performance, and specifically, that you were reaching your performance edge?
 - Are any of these more frequent than others?
 - In your experience, which markers signal that your colleagues' performance is declining?
 3. As a controller, do you view efficiency related tasks and safety related tasks separately?
 - When tasks are becoming difficult, do you prioritise goals such as safety or actions?
 - Would these changes in priority and strategy be a marker that a controller is experiencing difficulty on task?
 4. Are there any markers which you believe relate specifically to a certain influencing factor – for example, does a yawn represent fatigue? [**Go through factor list**]
 5. Do different markers indicate different stages of performance decline, from a controller finding the task difficult but supporting performance, to a severe performance decline?
 - If so, which markers are associated with different stages of performance decline?
 6. To what extent are you aware of your own markers of performance decline?
 - Can controllers get so absorbed that they will miss these markers?
 - When controlling, how frequently did you monitor yourself for these markers that indicated that you may benefit from support, or that your performance might have been starting to decline?
 7. To what extent are you aware of your colleague's markers that performance is maybe declining? (*maybe ask for a story*)
 - To what extent are you aware of the R-side controllers' markers if in a coordinating position?
 - To what extent are you aware of your colleague's markers if controlling as an R-side controller?
 - How frequently in your experience do D-side monitor R-side controllers for these indicators of struggle or performance decline?
 - How easy is it to spot that a colleague may be reaching their limit?
 - What do you feel you can do if this happens
 8. To what extent are the markers you've specified common between controllers?
 9. Do supervisors monitor controllers for indicators that controllers are reaching their limits? (*or if a supervisor: as a supervisor, do you monitor controllers for indicators*)

that they are reaching their limits? How easy is this to do along with your other duties?)

- In your experience, are controllers likely to ask for a support mechanism if they recognise these markers?

10. How feasible do you think it is to use common markers of performance decline to indicate that supportive strategies should be used for that controller?

11. In your experience, would it be a positive addition if controllers were trained on the common signs of performance decline rather than learning solely from experience?

- Do you think it would be possible to give this responsibility to the controller in the D-side position?

12. If you have been controlling with trainee controllers, which signs or markers did you use to monitor their performance?

- How are these different to the signs you would use for yourself or experienced colleagues?