

“Training for Resilience in the Cabin”

Do we really need to change?

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CRMI - Cabin Crew

معاً إلى كل مكان
Going places together



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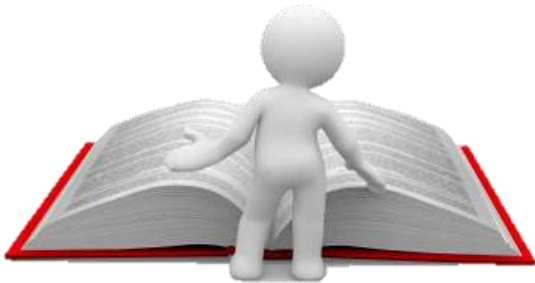


- Define resilience
- Situations requiring Resilience
- Research Findings
- Classroom Exercises
- Summary



Resilience

EASA ORO-CC Requirement



“the capacity to recover quickly from difficulties; toughness”

or.....

“to prevent something bad from happening,
to prevent something bad from becoming worse,
to recover from something bad once it has
happened”

Ron Westrum

“When the going gets tough, the tough get going”

Resilience?



Typical Situations requiring Resilience

- Delays
- Short flight with full service
- Medical issues
- Turbulence with long duration
- Full load
- Unruly passengers



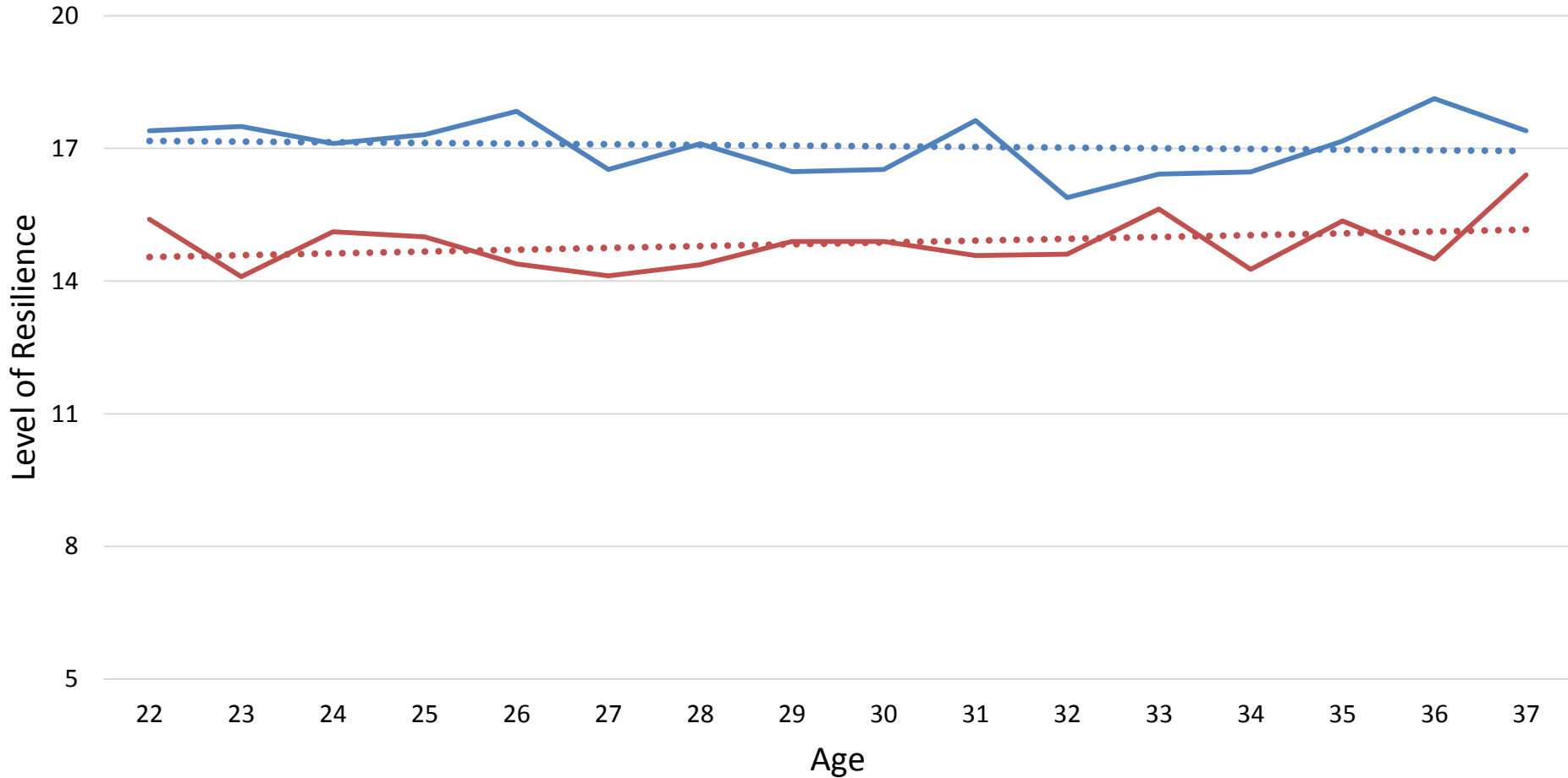
Research on Resilience

- Questionnaire with two situations:
 - **Personal:** very late hotel cancellation during long awaited holiday.
 - **Work:** Diversion with 3 hours on ground and pax remaining on board – with announcement of another 2 hour delay.
 - **Assessed:** Self-Control, Adaptability, Optimism, Self Sufficiency and Persistence.



Resilience according to Age

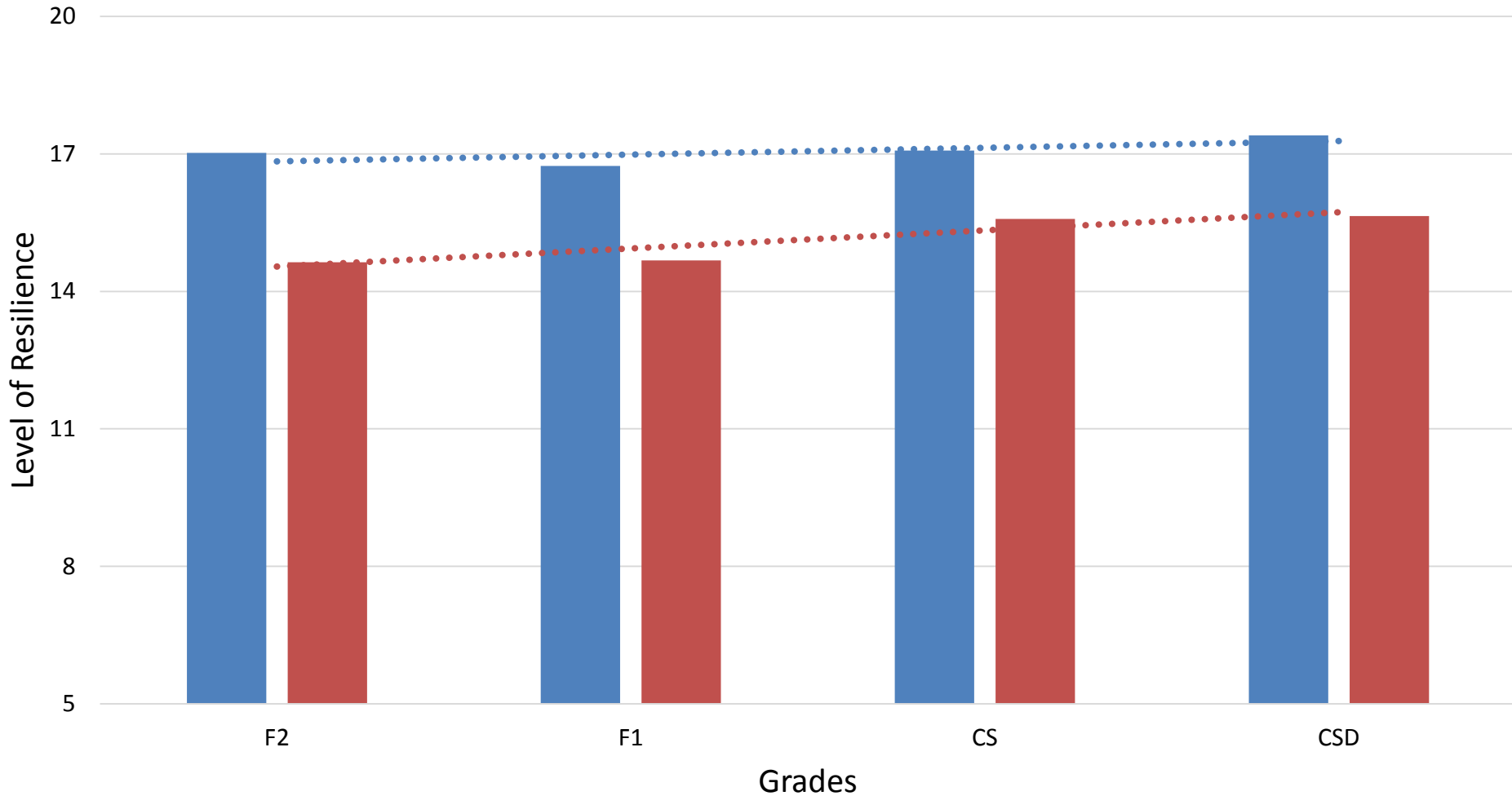
Personal Situation vs Work Situation N = 413



— Personal — Work Linear (Personal) Linear (Work)

Resilience by Grade

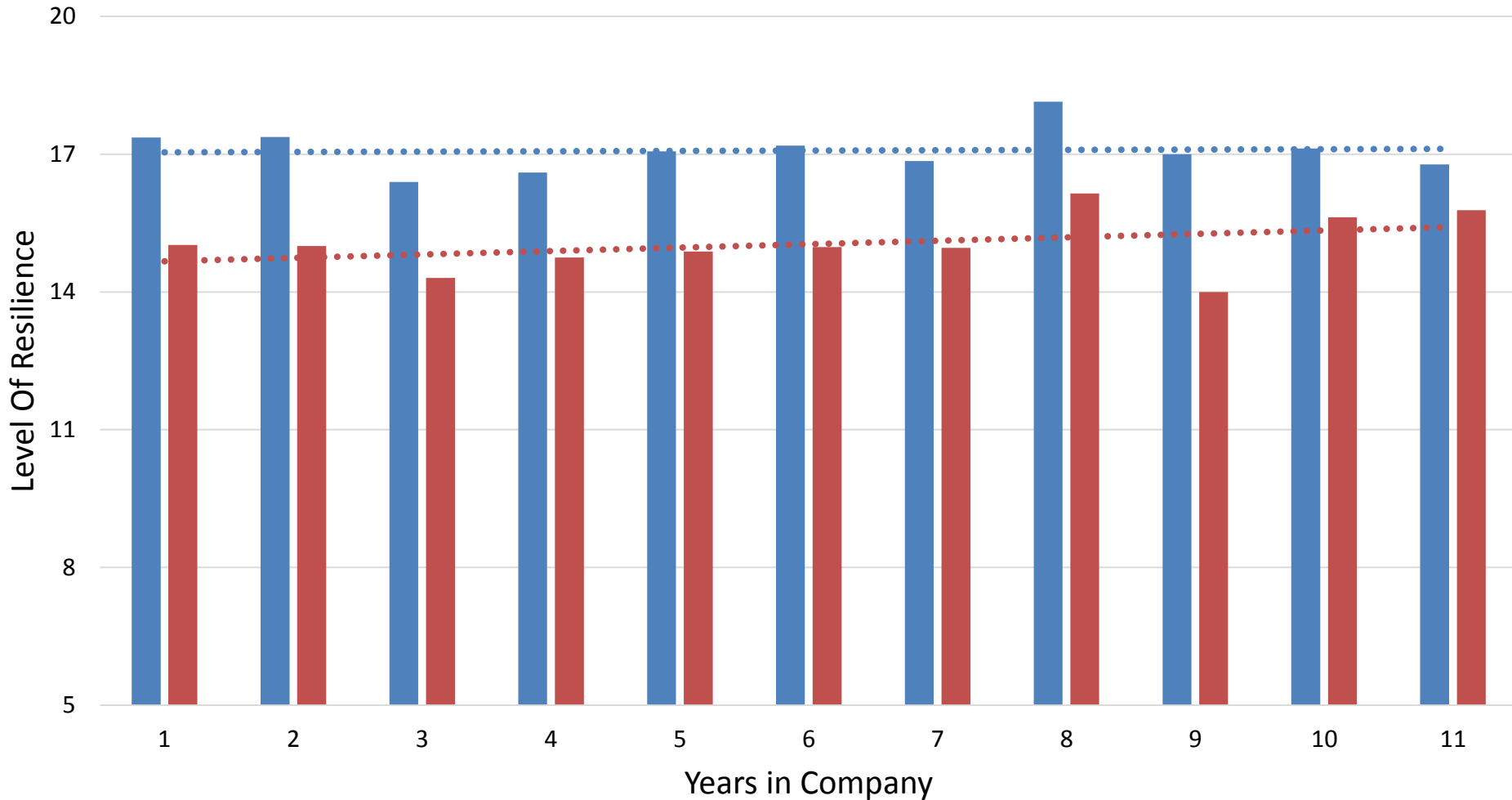
Personal Situation vs Work Situation N=413



Personal Work Linear (Personal) Linear (Work)

Resilience based on Years in Company

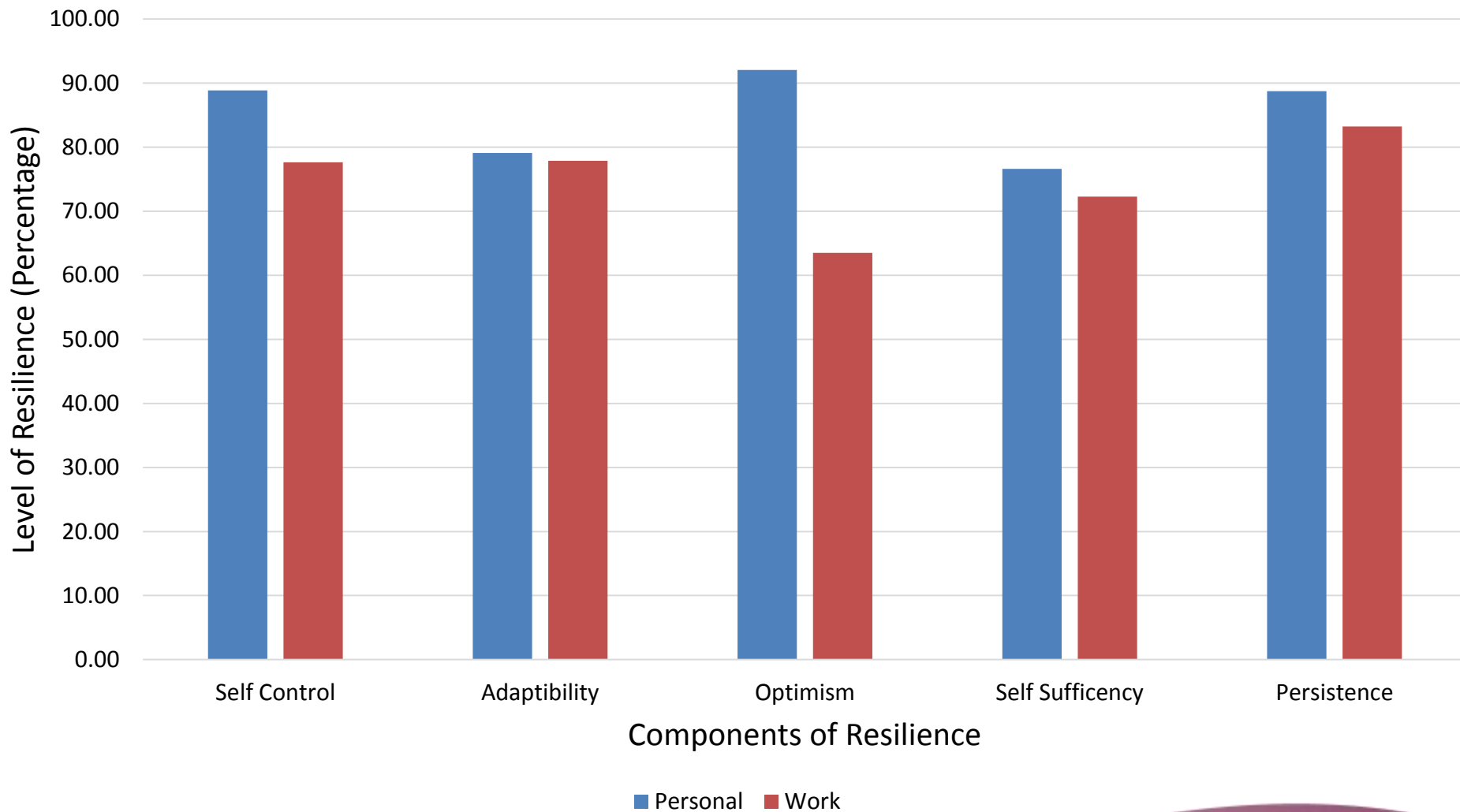
Personal Situation vs Work Situation N=413



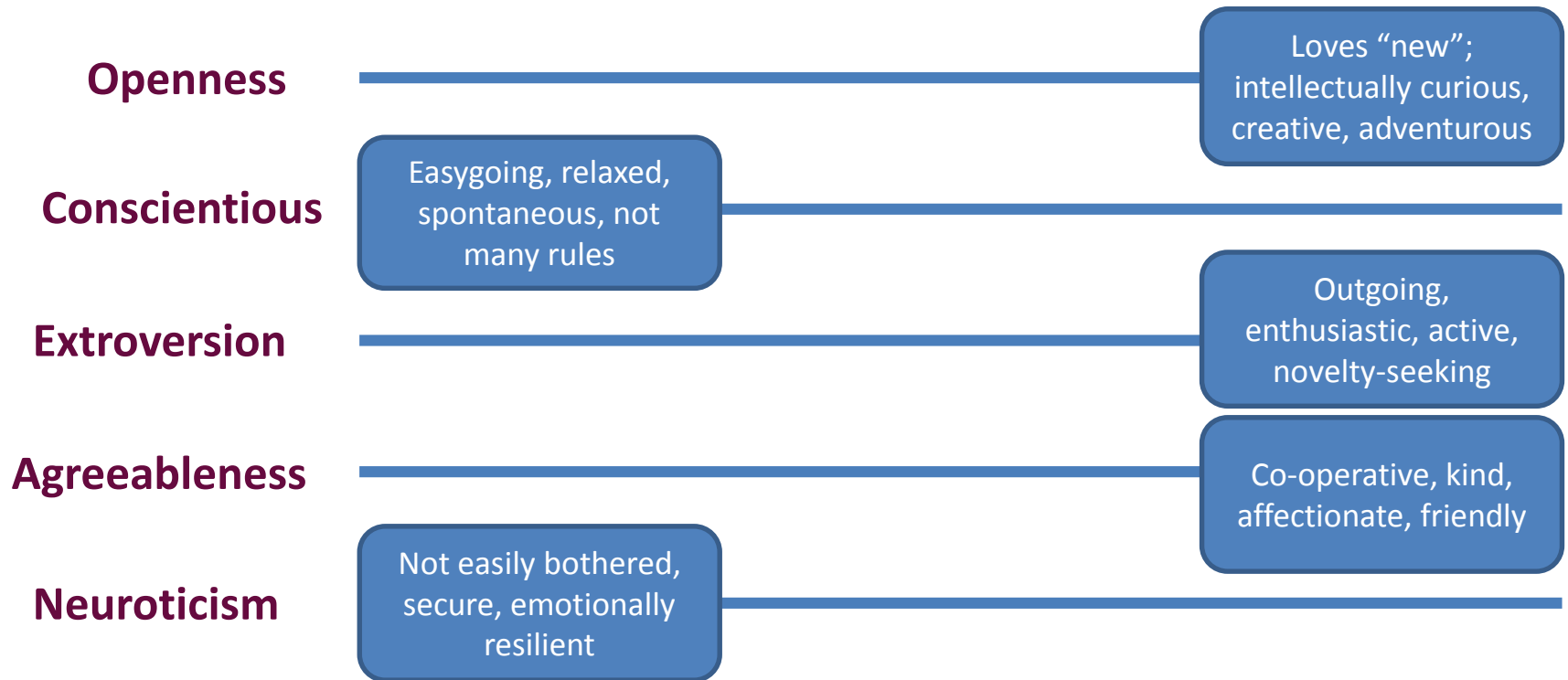
Personal Work Linear (Personal) Linear (Work)

Perception of Resilience

Personal Situation vs Work Situation N=413



Resilience and the Big Five



Similar qualities

optimistic

competent

creative

self-confident

curious

intuitive

empathetic



constantly learning

honest

Cabin Crew & Resilience



✈ Korean Air – KE2708 – 777-300 – 2016

✈ Emirates – EK521 – 777-300 - 2016

✈ British Airways – BA2276 – 777-200 - 2015

✈ Asiana Airlines – OZ214 – 777-200 - 2013

✈ British Airways – BA38 – 777-200 – 2008.



Components of Resilience in CRM

- **Self Control** – stress & workload management, decision-making, judgement & knowledge
- **Adaptability** – information processing, situational awareness, knowledge
- **Optimism** – communication, attitude and behaviour
- **Self Sufficiency** – personality awareness, self-assessment and self-critique, conflict management, leadership
- **Persistence** – assertiveness, teamwork, fatigue and vigilance

Resilience – how do we train for it?

- Threat & Error Mngt
- Exercise & Case study
- Silent review
- Group activity



Evacuation Exercise...

Flight Brief

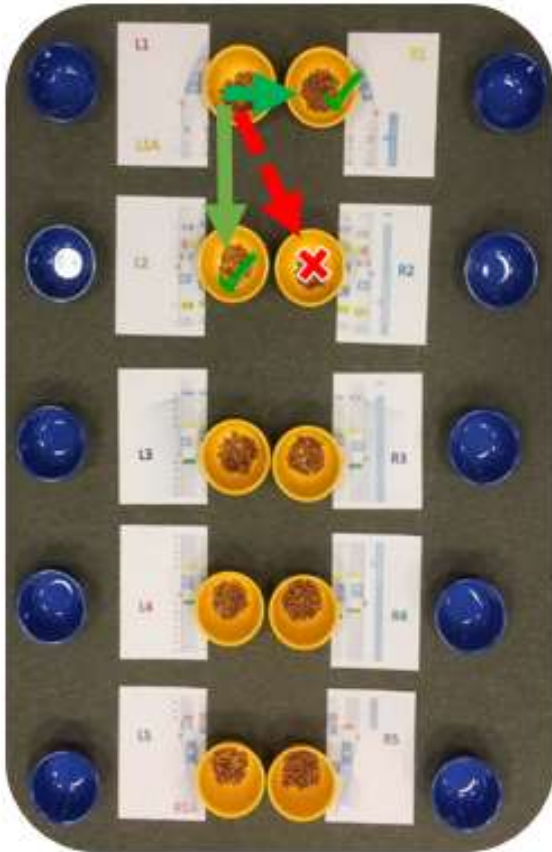


- ✈ You are finishing a flight and the aircraft is coming into land;
- ✈ After touch down the aircraft is involved in an accident;
- ✈ As Cabin Crew you are required to manage the evacuation;
- ✈ During approach you have no indication that there is any abnormal situation.

Evacuation Exercise...

To evacuate the following rules apply:

- For all decisions/actions you must consider your Qatar Airways procedures
- You can only pick up and drop one bean in time with the clock beat (audio)
- If you determine you are unable to use your door you can pass your beans into another crewmembers zone
- You will be provided cards that represent the conditions you are experiencing (water level, smoke etc.) you must react accordingly
- Do not read your card to others, you can only communicate as you would in the cabin
- You have a limited time.



STAR WARS

GALACTIC BATTLE



SITUATION

- It is the year 2060 and you are on board the Battle Craft the “Lemac”. The Snoobab’s have attached a Toidi bomb to the craft.
- It cannot be detached since this will cause it to blow up with a force of 200 Megatons, destroying yourselves and the fleet.
- You need to get back to the mothership and dock, entering your calculated ATA into the bomb to defuse it.

HOW MANY MIRS
ARE THERE IN
AN HOUR?

18

WHAT IS A MIPP?

20

A MIPP IS A WAY
OF MEASURING
DISTANCE.

22

THERE ARE 2 MIRS
IN AN HOUR.

19

WHAT IS A DAR?

23

A DAR IS 10 WORS.

21

WHAT IS A WOR?

25

A WOR IS 5 MIRS.

24

HOW FAST DOES
THE LEMAC TRAVEL
FROM THE CURRENT
POSITION TO
STELLAR LACTIC?

26

Components of Resilience

- Self Control – acting or reacting
- Adaptability – improvise & creativity
- Optimism – maintaining a positive outlook
- Self Sufficiency – trust in own talents & solutions
- Persistence – stick-to-it attitude

Summary

- Resilience appears to be an inherent trait of Cabin Crew – part of personality
- Cabin Crews world wide have demonstrated high levels of resilience in aircraft accidents
- Recruitment – selecting resilient people already
- It appears that components of CRM have always promoted resilience
- Challenging exercises at the end of the CRM day a good way to promote and enhance Resilience.

When the going gets tough – the tough get going