



Not Your Mother's New Hire: Bringing Initial Flight Attendant Training to a Technology Driven World



We Set a Goal

- Current program hadn't changed in 20+ years
- Revolutionize how we trained the best Flight Attendants in the industry
- Create a learner centric program
- Reduce overall time in program
- Train a more qualified Flight Attendant
- Leverage technology

How We Did It

- Used focus groups
 - ✓ Previous new hires of those that attended preceding two (2) years
 - ✓ Instructors
 - ✓ Flight Service Managers who support our Flight Attendants
- We asked questions about the program:
 - ✓ What did you like?
 - ✓ What didn't you like?
 - ✓ Where could you have had more reinforcement and where could there have been less?
 - ✓ What have you found most useful and what have you found least useful?
 - ✓ When speaking with your Flight Attendants, what have you found they have the most questions about?
- We reviewed our procedures, added the feedback from the focus groups... we knew could deliver better

What We Found Out

- Needed to produce a better way of training the aircraft
- Allow our Flight Attendants to learn at the pace they naturally learned
- We discovered that things we thought were working but.....were not
- Needed to see trainers that actually represented the current fleet
- Needed to change how we taught the information

Changes We Made

- Introduced Virtual Reality (VR)
 - ✓ Four (4) aircraft launched January 2018
 - ✓ Rolling out additional aircraft by end of 2018
 - ✓ Voice recognition – enables student to practice commands
- Assigned every new hire a tablet
 - ✓ Eliminated the 400 page three ring training binder
- Partnered with  ZUNOS
- Began training new hire Flight Attendants prior to arrival at training center
- Reintroduced Sim Flights
- Emergency procedures taught first, then applied to each aircraft
 - ✓ This reduced the aircraft qualification time

Changes We Made

- Increased our class size - 50 to 150
- Use of  **Poll Everywhere** in weekly aircraft reviews
 - ✓ Creates dynamic review sessions for students and instructors
- Created ***Destination Greatness***
 - ✓ A two day seminar style introduction
 - ✓ Increases new hire Flight Attendant excitement
 - ✓ Provides important foundational information for entire 150 student body

Results We've Seen

- A significant reduction in academic releases
 - ✓ 2018, we've had two (2) academic releases
 - ✓ In 2017, we had 22 academic releases
- A substantial savings
 - ✓ Start and graduate closer to operational need timeframes
 - ✓ In 2018, we will graduate 2000 Flight Attendants from January to July (7 Months)
 - ✓ Our old program would have taken 11 months
 - ✓ Saved \$9 million dollars
 - ✓ New hire Flight Attendants now qualified on thirteen (13) aircraft
 - ✓ Under the old program, they would have been qualified on six (6)
 - ✓ Increases what our new hire Flight Attendants can fly
 - ✓ Our Flight Attendants to fly sooner

Looking Forward

- Continue to use Virtual Reality (VR) technology
- Add Cabin Emergency Evacuation Trainers (CEETs) and Cabin Service Trainers (CSTs) to better represent our fleet
- Continue to add hard service skills training
- Adding additional customer experience and soft skills training
- Apply this philosophy to other training programs