TRAINING TO PROFICIENCY, COMMON SENSE, THE WHY, AND MANAGING THE EFFECTS OF CHANGE

WATS 2018
Education is not the learning of facts, but the training of the mind to think.

-Albert Einstein
Training revamp and driver for change?

Our story

• EATS 2016 takeaways: Barb Pencik, head of training for Aircraft Safety Network “Pax behavior in non-routine situations and lessons learned for cabin operations. Look for, and if noted, do we have holes in our training. Are we accounting for the group dynamic/behavioral aspect in abnormal flight situation, both passengers and our crewmembers.

• Instructor feedback on current practice

• Leadership shake-up and change
Where to begin…one step at a time

How were we doing things?
- Rigid standard: following checklist/performance standards/box checking
- Adjustments made for time
- Grading: written/oral: demand for perfection/memorization

What do we see?
- on-line trends and correlation to training: When incidents occurred, found ourselves asking “why would they do that?”
What are we missing and our expectations?

- Promotion of rote memorization in the demand for perfection vs what does the student really know (ex. Securing means operational)
- Finer points/scenarios that aid in a more real world experience (ex. Recent decompression)
- On-line deficiencies in the more day to day job responsibilities (ex. performance/delays/miscommutes)
Getting back to basics

➢ Grading tests and answers:
  What are we looking for? verbatim to key vs knowledge
Oral/Comp checks: phrases, operational questions for prompting, less interruption

Example:
- present and secure
- operational placard on outside of bottle
- gauge indicator in green zone and visible
- pin and seal secure
- no evidence of dents along bottle through tactile inspection
- hose intact and not damaged (tactile inspection: CRJ700 ONLY)
- informational placard present
Rudimentary tools: question board, delay charts, etc..
WHAT ARE YOUR EXPECTATIONS?
Feedback:

- Students: more confidence, energized, sharing the experience
- Instructors: empowered, self-reflective, confident, energized
Looking ahead, more change and inspiration:

Naviminds

- CRM
- Focus on major principles of Accelerated Learning (creating an environment and variety of methods to accelerate learning process): Positive learning environment (music), total learner involvement (participation/use of all senses), and variety (text, video, games).
- Trickle down to Instructor training revamp: effective listening, open vs closed questions, self-evaluation
The percentage of information we retain when we:

- Share: 90%
- Experience: 80%
- Discuss: 70%
- See & Hear: 50%
- See: 30%
- Hear: 20%
- Read: 10%

Based on work by William Glasser
In closing:

- Change is good
- The trap of proficiency vs perfection and common sense
- Getting back to basics can be positive
- Value of these conferences

Thank you