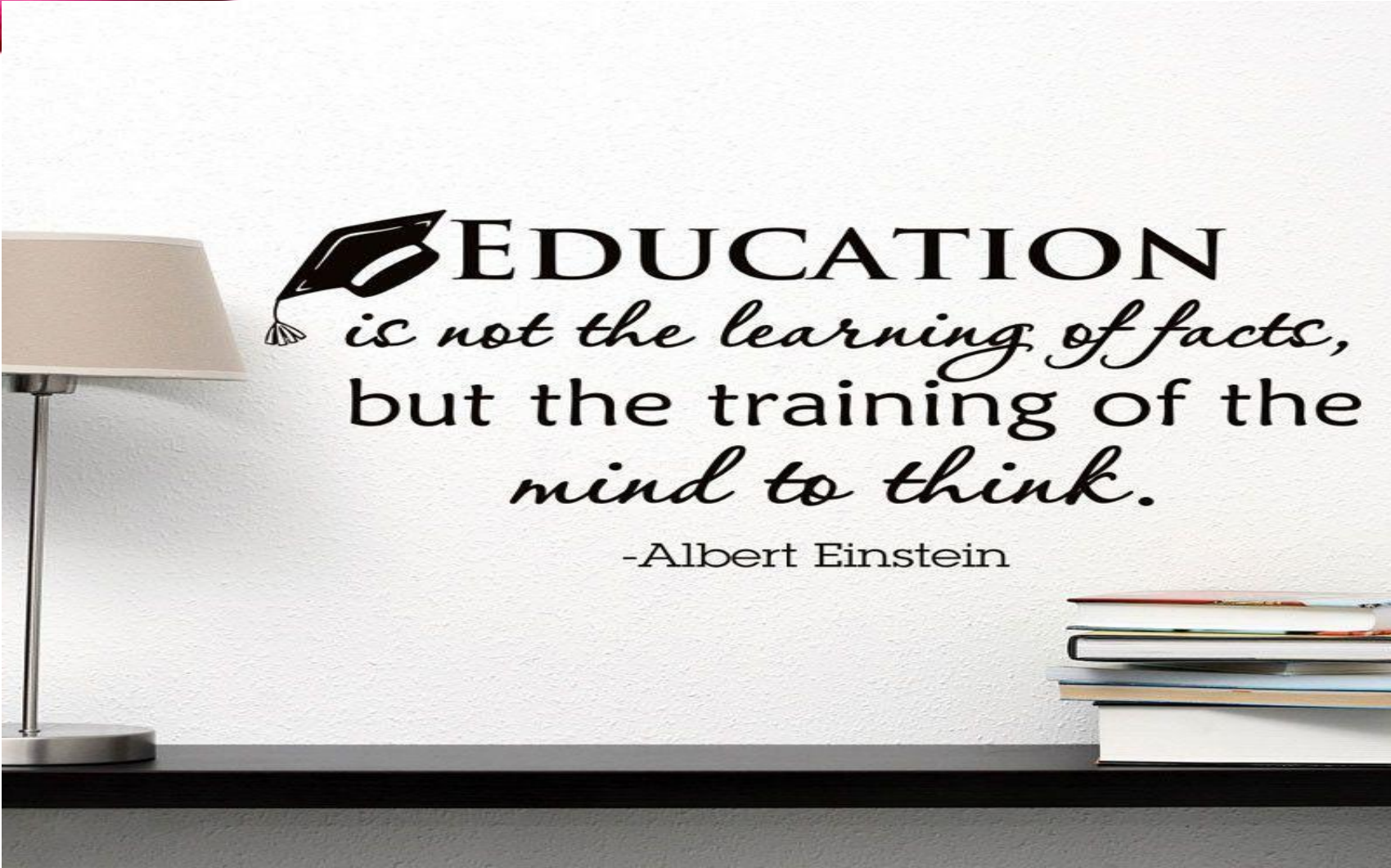






TRAINING TO PROFICIENCY, COMMON SENSE, THE
WHY, AND MANAGING THE EFFECTS OF CHANGE

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

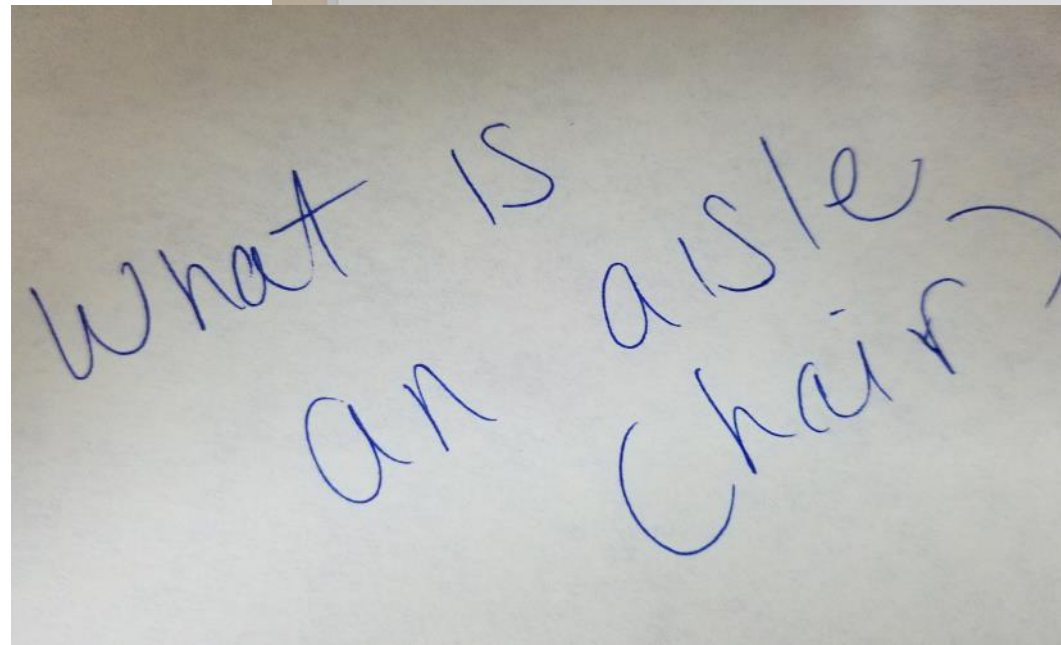
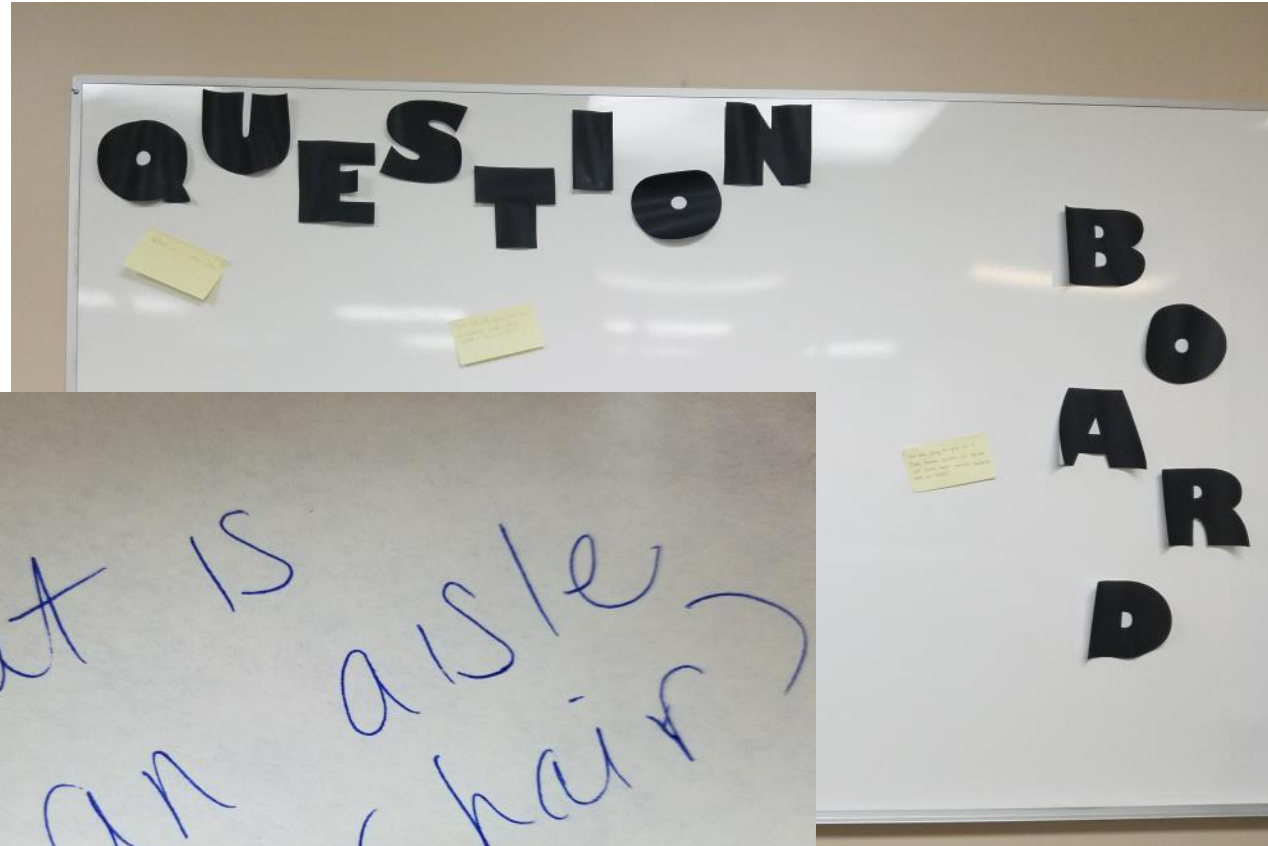
➤ Oral/Comp checks: phrases, operational questions for prompting, less interruption

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..



ON TIME DEPT.

DELAYS

August 2017

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Jul 30	31	Aug 1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16 Hill Park Regns - Hill Manderson	17	18	19
20	21 🍌	22 🍌	23 🍌	24	25 🍌	26
27	28 🍌	29 🍌	30 🍌	31	Sep 1	2

August 2017

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Jul 30	31	Aug 1	2	3	4	5
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20	21	22	23	24 Leave	25	26
27	28	29	30	31	Sep 1 Denton	2

September 2017

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Aug 27	28	29	30	31	Sep 1	2
3	4 off	5 🍌	6 🍌	7 🍌	8 🍌	9
10	11 🍌	12 🍌	13 leave	14 🍌	15 🍌	16
17	18 🍌	19 🍌	20 21 Manderson in Bismarck	22	23	24
25	26	27	28	29	30	1

September 2017

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Aug 27	28	29	30	31	Sep 1	2
3	4 off	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20 Conville	21 Manderson Bismarck Denton	22	23
24	25	26	27	28	29	30



Feedback:

- Students: more confidence, energized, sharing the experience
- Instructors: empowered, self-reflective, confident, energized

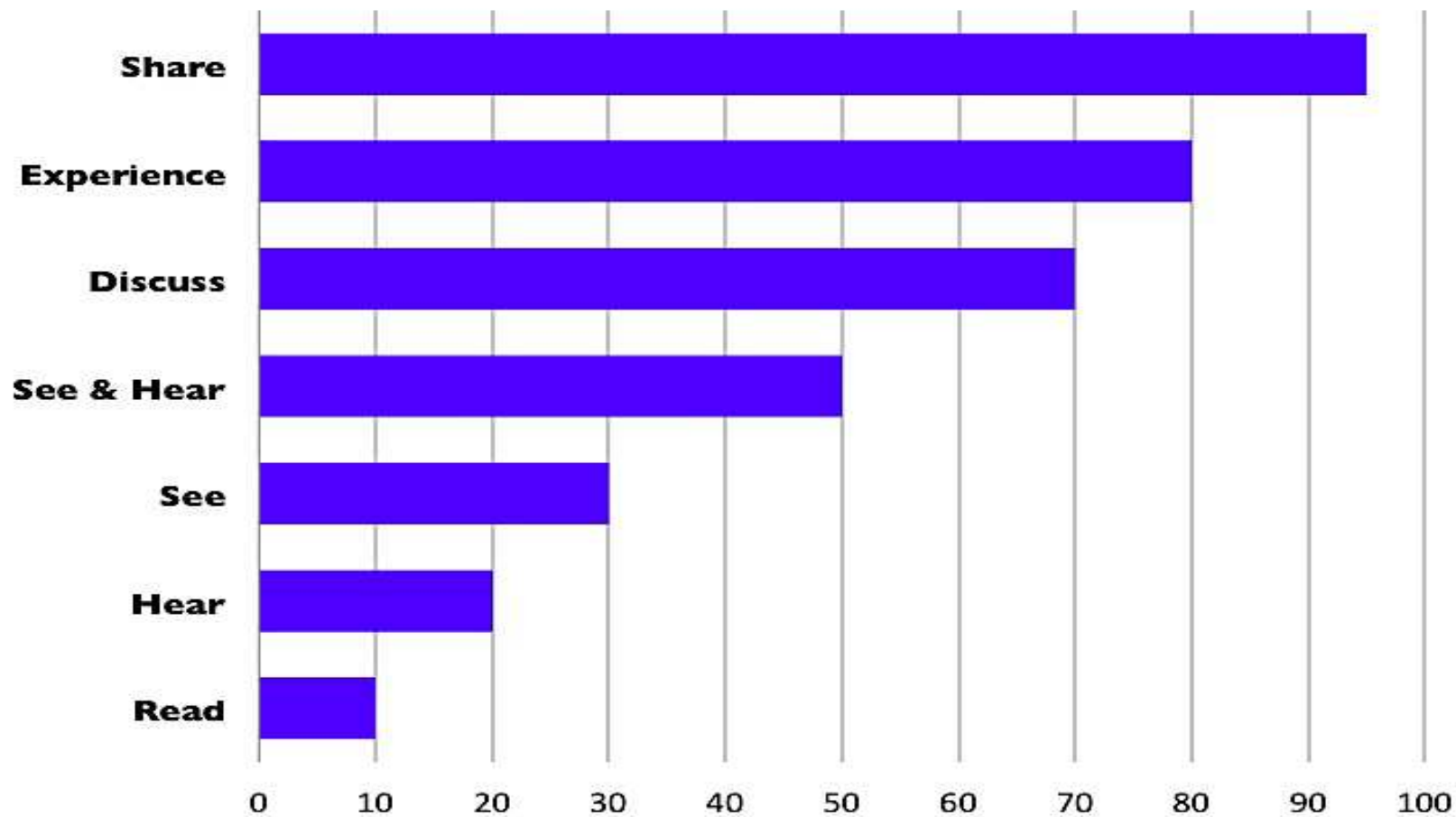


Looking ahead, more change and inspiration:

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:



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