



SYMBIOTICS

CLEARING THE TURBULENCE

THE ROLE OF PSYCHOMETRIC SCREENING IN SAFEGUARDING GEN Z CABIN CREW MENTAL WELLNESS

ALEKSANDRA KAPELA

Generation Z

(Gen Z)

GEN Z

WHAT WE KNOW

- **Digital world vs face to face contact**

- More than 80% - core part of their daily routine
- 72% - in-person meetings are more effective

(McKinsey & Company, 2023)

(Workforce Institute, 2023)

- **Change and adapting is part of their world**

- The most adaptable generation in the workforce
- 71% - open to exploring multiple career paths – especially if they are not happy/well/taken care of

(World Economic Forum, 2024)

(LinkedIn, 2023)

- **They value feedback & transparency**

- 83% -thrive in environments with frequent and actionable feedback
- 78% - trust and stay loyal to transparent employers

(SHRM, 2024)

(Edelman. 2024)

- **Focus on Well-Being**

- 79% - prioritise self-care and work-life balance

(APA, 2024)



GEN Z-ERS & MENTAL WELLNESS

- Higher rates of anxiety and depression (62%)
(American Psychological Association, 2023)
- Higher awareness and openness (82%)
(Mental Health Foundation, 2023)
- Digital overload and social comparison (79%)
(Pew Research Center, 2024).
- High expectations and pressure (75%)
(National Institute of Mental Health, 2024)
- Impact of global crises (67%)
(WHO, 2023)



GEN Z CABIN CREW POPULATION

SYMBIOTICS DATA – ADAPT (APQ)

95% COMFORTABLE WITH UNCERTAINTY
- GOOD PRESSURE MANAGEMENT (IF TRAINED)

65% HAVE EFFECTIVE COPING STRATEGIES

ALL SCORED POSITIVELY FOR LEADERSHIP BUT
33% AT TIMES COULD BE OVER-CONFIDENT & MAY
TAKE RISKS TO COMPETE WITH OTHERS.

AROUND 30% MIGHT BE UNTRUSTING IN STRESSFUL
SITUATIONS



GEN Z

SYMBIOTICS STUDY

ENVIRONMENT

- 53% - optional peer well-being programs
- 79% value open and non-judgmental **communication**
- More likely than others to expect **individual regular mental health checks**

TRAINING

- 57% - **face to face feedback**
- 100% - classroom learning ; 0% - virtual reality

ASSESSMENTS

- Priorities- preparation options & **feedback**
- 84% - online assessments
- More emphasis on **mental well-being**





HOW ASSESSMENTS CAN HELP?



HOW ASSESSMENTS CAN HELP

- **Checking Capabilities and Limitations**
 - How limitations can be improved
 - How capabilities should be used
- **Early Identification of Mental Health Risks**
 - Some cognitive patterns and personality traits conglomerates might indicate higher risk
- **Ongoing Mental State Monitoring**
 - Change in attitudes
 - change in anxiety levels
- **Enhancing Job-Person Fit**
 - If personality aligns with the demands
 - Checking and building resilience



HOW ASSESSMENTS CAN HELP

- **Improving Training Programs**

- Targeted training
- Strengthening competencies

- **Creating Positive Organisational Culture**

- information and feedback
- Creating culture of openness

- **Increased Employee Engagement**

- Better performance
- Better well-being

- **Facilitated Career Development**

- Proper career development (strengths)
- Long-term job satisfaction





READY SOLUTION

ADAPT PERSONALITY

QUESTIONNAIRE (APQ)

- Widely used within the aviation sector
- Designed to measure personality, values, behaviour, attitudes
- Includes traits specific for aviation environment
- has been designed to focus on the ICAO competencies
- Design in a way to be done repetitively

The image shows a stack of three questionnaire forms. The top form is titled 'Motivation' and includes a scale for 'Motivation' ranging from 'No Concern' to 'High Concern'. The middle form is titled 'Self-Reported Anxiety' and includes a scale for 'Anxiety' ranging from 'No Concern' to 'High Concern'. The bottom form is titled 'ADAPT PERSONALITY QUESTIONNAIRE (APQ)' and includes a scale for 'Personality' ranging from 'No Concern' to 'High Concern'. Each form also features a central diagram with a purple triangle and various colored circles representing different personality traits.





READY SOLUTION

HOW CAN IT HELP – FOR SAFEGUARDING WELL-BEING ?

- Focusing on strengths and limitations
- Verifying levels like Motivation, Confidence, Openness
- Checking coping strategies in stressful situations
- Verifying Acting under Pressure, Anxiety
- Comprehensive, detailed and transparent feedback, wellbeing and training tool





THANK YOU –
ANY QUESTIONS?



Teme House,
Whittington Road,
Worcester, UK
WR5 2RY



www.symbioticsltd.com



+44 (0) 1905 368 175



www.symbioticsltd.com/contact-us