

Resilient Pilot



GROW HUMAN
CONFIDENCE

+



RAISE PROFESSIONAL
COMPETENCE

=



DEVELOP
RESILIENCE

Piloting your Resilience Development

Resilient Pilot

Who are we?





We **train, develop and **accredit** Instructor and Evaluators to facilitate the resilience development of their peers.**

Growing **confidence and professional **competence** adopting a blended mentoring, coaching, facilitated CBTA structure with a person-centred approach.**

Ultimately increasing **resilience, safety margins and performance.**



Resilient Pilot

70 Mentors

30 EQA - EIA

25 MHFA

20 CBTi

8000 Members

500 Mentees










8200 Followers on LinkedIn

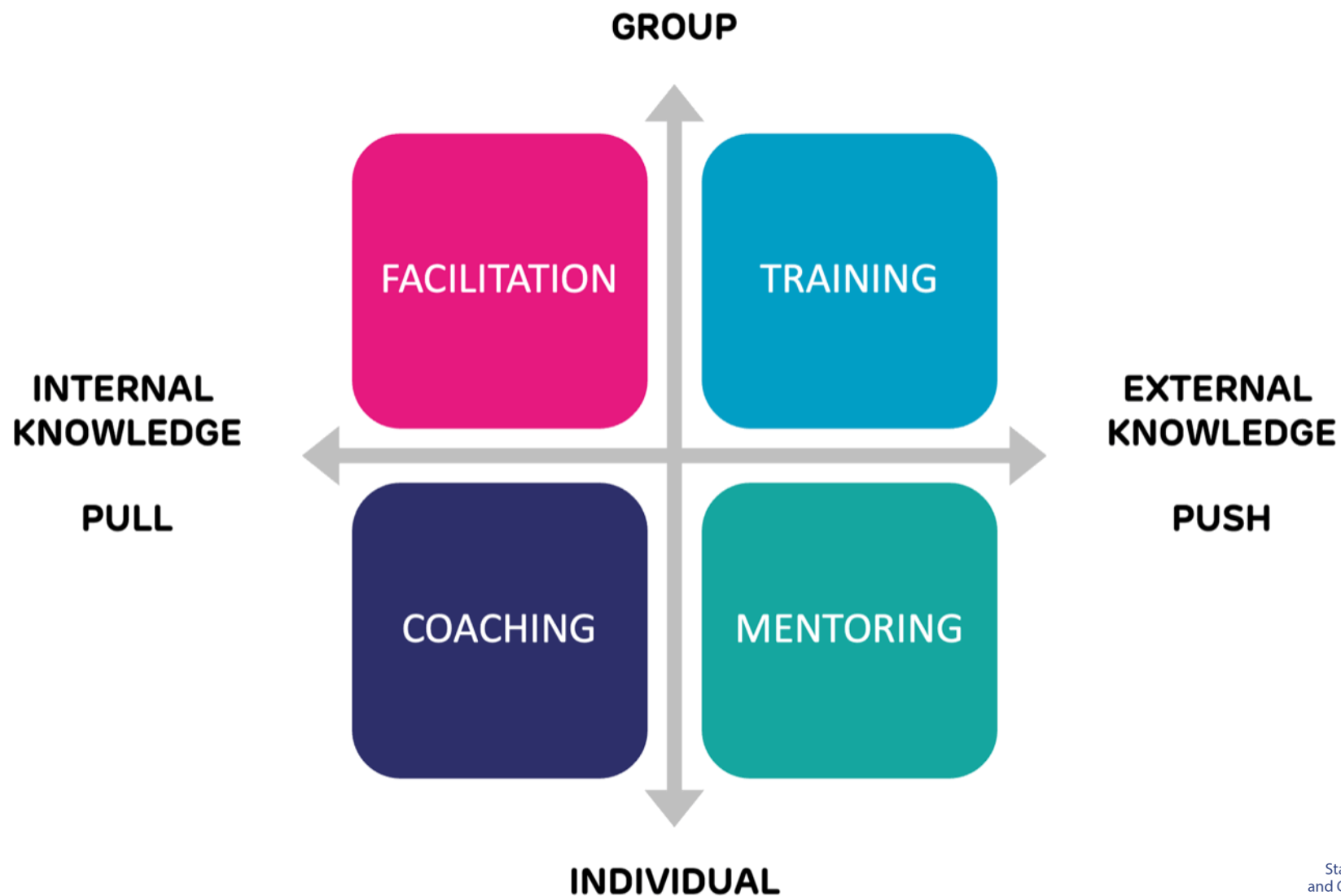


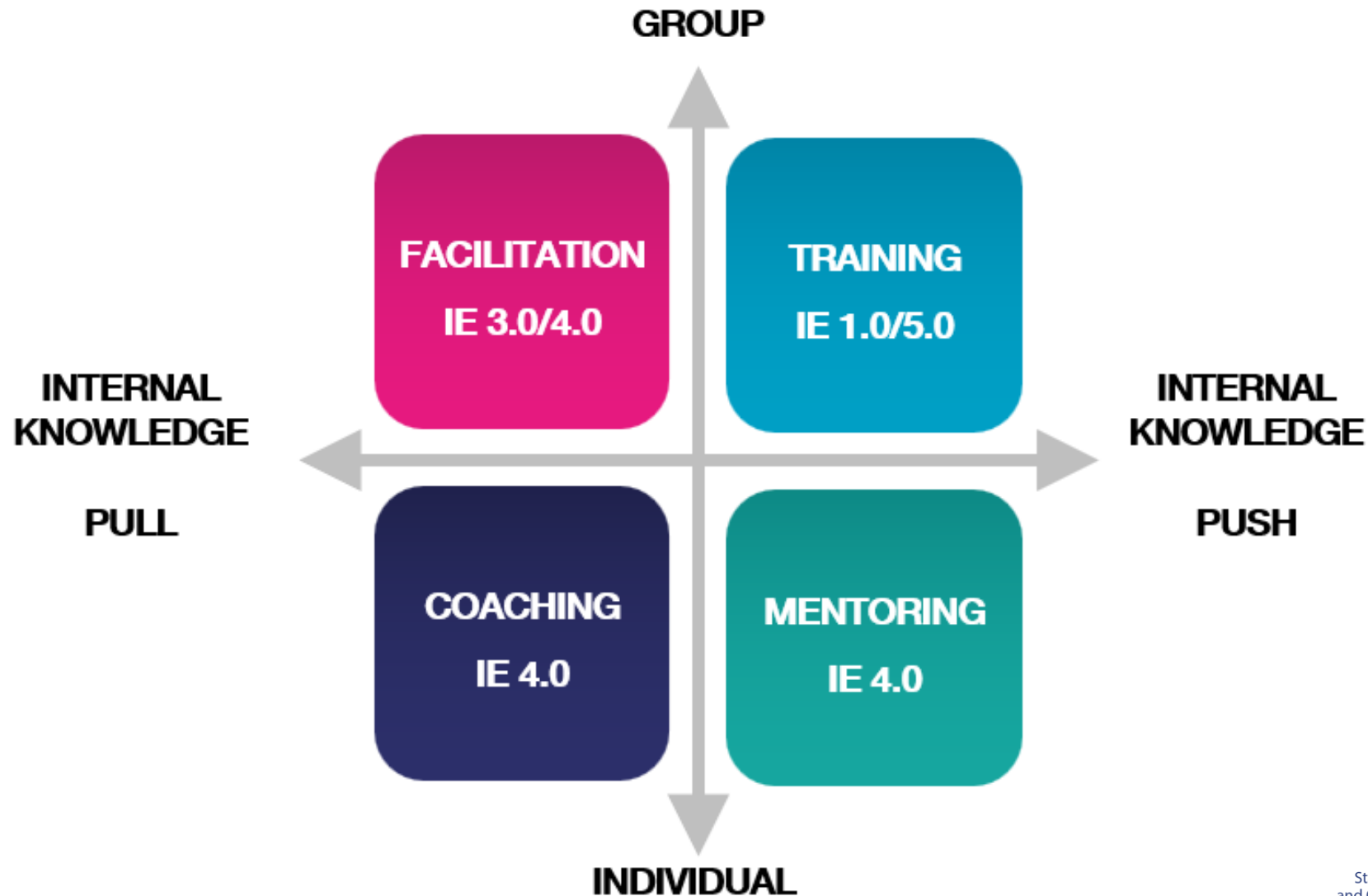
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What we do?



<div>0.0 Application of Knowledge - KNO</div> <div>OB 0.1 Demonstrates practical and applicable knowledge of limitations and systems and their interaction</div> <div>OB 0.2 Demonstrates the required knowledge of published operating instructions</div> <div>OB 0.3 Demonstrates knowledge of the physical environment, the air traffic environment and the operational infrastructure (including air traffic routings, weather, airports)</div> <div>OB 0.4 Demonstrates appropriate knowledge of applicable legislation.</div> <div>OB 0.5 Knows where to source required information</div> <div>OB 0.6 Demonstrates a positive interest in acquiring knowledge</div> <div>OB 0.7 Is able to apply knowledge effectively</div>	<div>3.0 Flight Path management Automation - FPA</div> <div>OB 3.1 Uses appropriate flight management, guidance systems and automation, as installed and applicable to the conditions</div> <div>OB 3.2 Monitors and detects deviations from the intended flight path and takes appropriate action</div> <div>OB 3.3 Manages the flight path to achieve optimum operational performance</div> <div>OB 3.4 Maintains the intended flight path during flight using automation whilst managing other tasks and distractions</div> <div>OB 3.5 Selects appropriate level and mode of automation in a timely manner considering phase of flight and workload</div> <div>OB 3.6 Effectively monitors automation, including engagement and automatic mode transitions</div>	<div>6.0 Problem Solving and Decision Making - PSD</div> <div>OB 6.1 Identifies, assesses and manages threats and errors in a timely manner</div> <div>OB 6.2 Seeks accurate and adequate information from appropriate sources</div> <div>OB 6.3 Identifies and verifies what and why things have gone wrong, if appropriate</div> <div>OB 6.4 Perseveres in working through problems whilst prioritising safety</div> <div>OB 6.5 Identifies and considers appropriate options</div> <div>OB 6.6 Applies appropriate and timely decision-making techniques</div> <div>OB 6.7 Monitors, reviews and adapts decisions as required</div> <div>OB 6.8 Adapts when faced with situations where no guidance or procedure exists</div> <div>OB 6.9 Demonstrates resilience when encountering an unexpected event</div>
<div>1.0 Application of Procedures – PRO</div> <div>OB 1.1 Identifies where to find procedures and regulations</div> <div>OB 1.2 Applies relevant operating instructions, procedures and techniques in a timely manner</div> <div>OB 1.3 Follows SOPs unless a higher degree of safety dictates an appropriate deviation</div> <div>OB 1.4 Operates aircraft systems and associated equipment correctly</div> <div>OB 1.5 Monitors aircraft systems status</div> <div>OB 1.6 Complies with applicable regulations</div> <div>OB 1.7 Applies relevant procedural knowledge</div>	<div>4.0 Flight Path Management Manual - FPM</div> <div>OB 4.1 Controls the aircraft manually with accuracy and smoothness as appropriate to the situation</div> <div>OB 4.2 Monitors and detects deviations from the intended flight path and takes appropriate action</div> <div>OB 4.3 Manually controls the aeroplane using the relationship between aeroplane attitude, speed and thrust, and navigation signals or visual information</div> <div>OB 4.4 Manages the flight path to achieve optimum operational performance</div> <div>OB 4.5 Maintains the intended flight path during manual flight whilst managing other tasks and distractions</div> <div>OB 4.6 Uses appropriate flight management and guidance systems, as installed and applicable to the conditions</div> <div>OB 4.7 Effectively monitors flight guidance systems including engagement and automatic mode transitions</div>	<div>7.0 Situation Awareness/Info Management - SA</div> <div>OB 7.1 Monitors and assesses the state of the aeroplane and its systems</div> <div>OB 7.2 Monitors and assesses the aeroplane’s energy state, and its anticipated flight path</div> <div>OB 7.3 Monitors and assesses the general environment as it may affect the operation</div> <div>OB 7.4 Validates the accuracy of information and checks for gross errors</div> <div>OB 7.5 Maintains awareness of the people involved in or affected by the operation and their capacity to perform as expected</div> <div>OB 7.6 Develops effective contingency plans based upon potential risks associated with threats and errors</div> <div>OB 7.7 Responds to indications of reduced situation awareness</div>
<div>2.0 Communication - COM</div> <div>OB 2.1 Determines that the recipient is ready and able to receive information</div> <div>OB 2.2 Selects appropriately what, when, how and with whom to communicate</div> <div>OB 2.3 Conveys messages clearly, accurately and concisely</div> <div>OB 2.4 Confirms that the recipient demonstrates understanding of important information</div> <div>OB 2.5 Listens actively and demonstrates understanding when receiving information</div> <div>OB 2.6 Asks relevant and effective questions</div> <div>OB 2.7 Uses appropriate escalation in communication to resolve identified deviations</div> <div>OB 2.8 Uses and interprets non-verbal communication in a manner appropriate to the organisational and social culture</div> <div>OB 2.9 Adheres to standard radiotelephone phraseology and procedures</div> <div>OB 2.10 Accurately reads, interprets, constructs and responds to datalink messages in English</div>	<div>5.0 Leadership and Teamwork - LTW</div> <div>OB 5.1 Encourages team participation and open communication</div> <div>OB 5.2 Demonstrates initiative and provides direction when required</div> <div>OB 5.3 Engages others in planning</div> <div>OB 5.4 Considers inputs from others</div> <div>OB 5.5 Gives and receives feedback constructively</div> <div>OB 5.6 Addresses and resolves conflicts and disagreements in a constructive manner</div> <div>OB 5.7 Exercises decisive leadership when required</div> <div>OB 5.8 Accepts responsibility for decisions and actions</div> <div>OB 5.9 Carries out instructions when directed</div> <div>OB 5.10 Applies effective intervention strategies to resolve identified deviations</div> <div>OB 5.11 Manages cultural and language challenges, as applicable</div>	<div>8.0 Workload Management - WLM</div> <div>OB 8.1 Exercises self-control in all situations</div> <div>OB 8.2 Plans, prioritises and schedules appropriate tasks effectively</div> <div>OB 8.3 Manages time efficiently when carrying out tasks</div> <div>OB 8.4 Offers and gives assistance</div> <div>OB 8.5 Delegates tasks</div> <div>OB 8.6 Seeks and accepts assistance, when appropriate</div> <div>OB 8.7 Monitors, reviews and cross-checks actions conscientiously</div> <div>OB 8.8 Verifies that tasks are completed to the expected outcome</div> <div>OB 8.9 Manages and recovers from interruptions, distractions, variations and failures effectively while performing tasks</div>







1



2



3



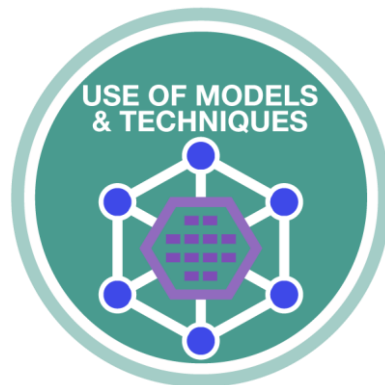
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5



6



7



8

EBT

Countermeasure Development

Empower

Resilience Development CRM FC.115

ANTICIPATE Threats

RESPOND

MONITOR Errors

RESPOND

Support

Peer Support CATGEN.215

LEARN to Overcome/Cope



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How we do it



Resilience Development - 2024



Mentor/Coach – Competency Framework – EMCC and IATA Instructor and Evaluator Competencies Alignment



EMCC 1.0 Understanding Self

EMCC 2.0 Commitment to Self-Development

EMCC 3.0 Managing The Contract

EMCC 4.0 Building The Relationship

EMCC 5.0 Enabling Insight and Learning

EMCC 6.0 Outcome and Orientation

EMCC 7.0 Use of Model and Techniques

EMCC 8.0 Evaluation



IATA Pilot Competencies

2.0 - IATA Management of the learning environment

30. - IATA Instruction

4.0 - IATA Interaction with the trainees

5.0 - IATA Assessment and Evaluation

4 Principles of EBT



Competency Based Training

Learning from Positive Performance

Evidence Based Data Driven Approach

Building Resilience

Monthly Virtual Activities



GROW HUMAN CONFIDENCE



SELF ASSESS/
ANTICIPATE



CONFIDENCE
Development Workshops



GROUP Development



121 Performance Coaching

RAISE PROFESSIONAL COMPETENCE



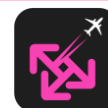
SELF ASSESS/
ANTICIPATE



COMPETENCY
Development Workshops



Competency Development
Scenarios CDS'S



THE **RESILIENCE** Hub

CDS

Virtual CDS's



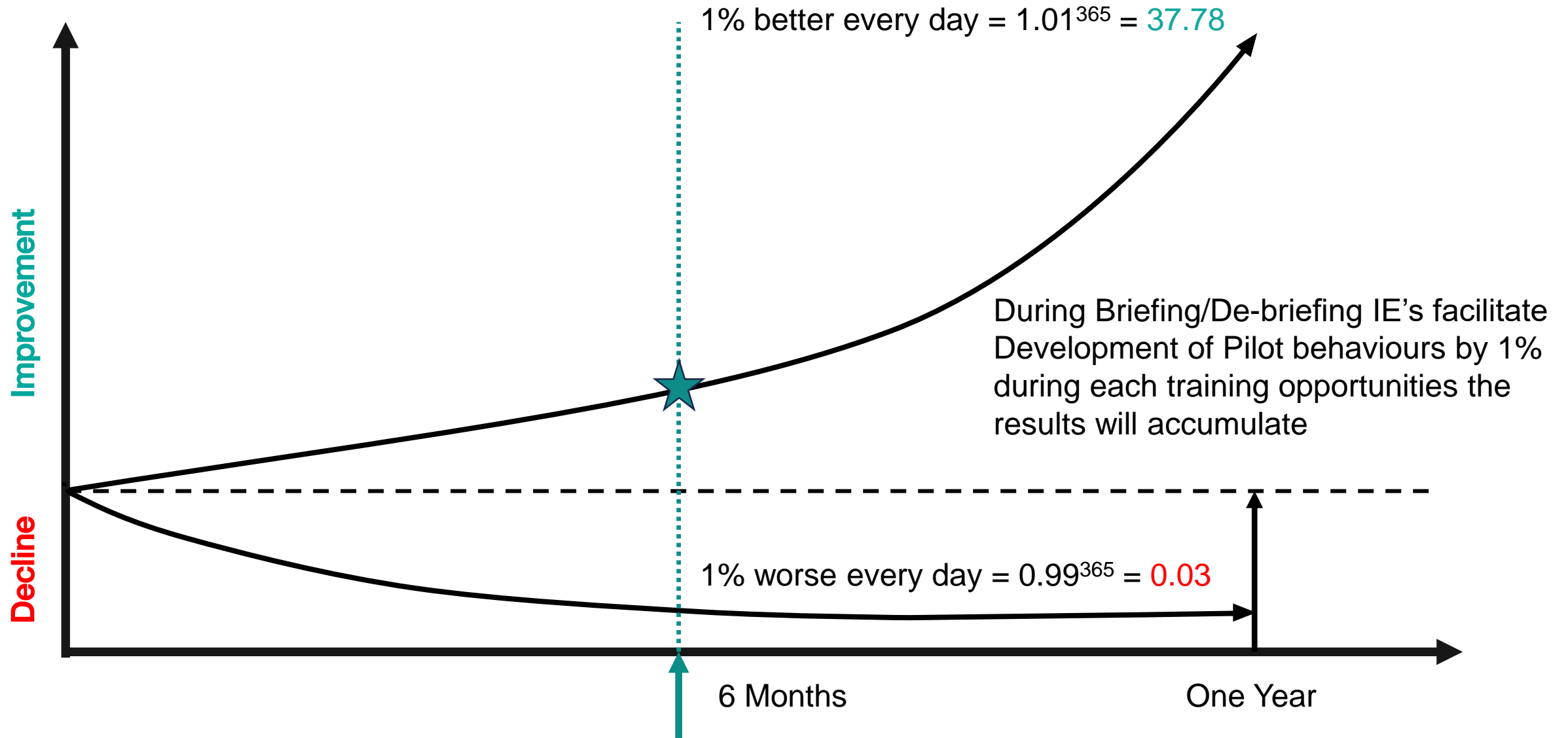
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EMCC International
Standards for Mentoring
and Coaching Programmes

ISMCP

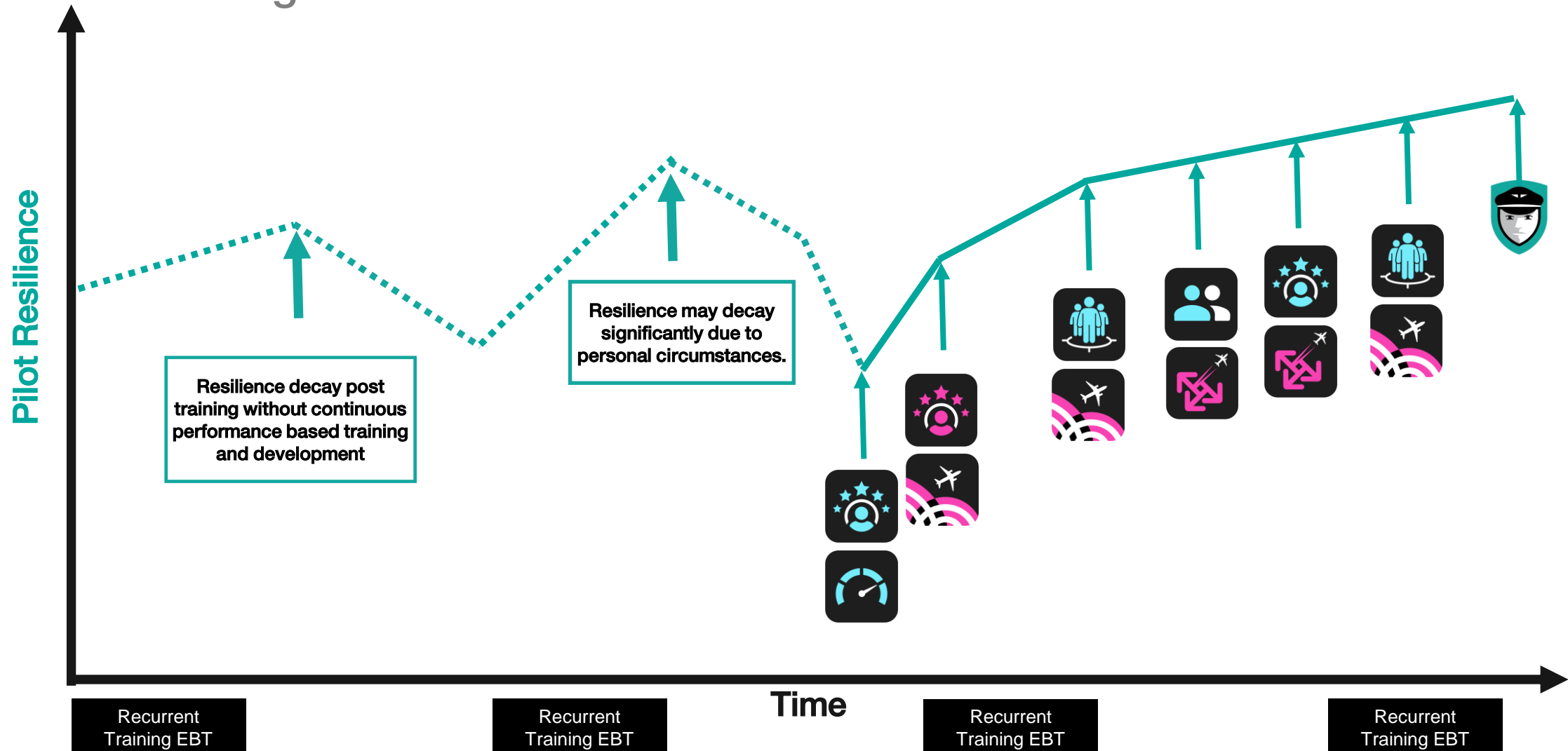
GOLD LEVEL



CRS

Continuous Resilience Development

Smoothing the Resilience Saw Tooth Effect





**CONTINUOUS RESILIENCE
DEVELOPMENT**

Resilient Pilot

Results



Those who participated in COACHING/MENTORING saw a **50% to 70%** increase in work performance, time management, and team effectiveness:

6X average ROI on the cost of executive and career coaching

72% improved communication skills – **2.0 COM**

53% improved executive productivity – **8.0 WLM**

70% enhanced direct report/supervisor relationships

67% improved teamwork – **5.0 LTW**

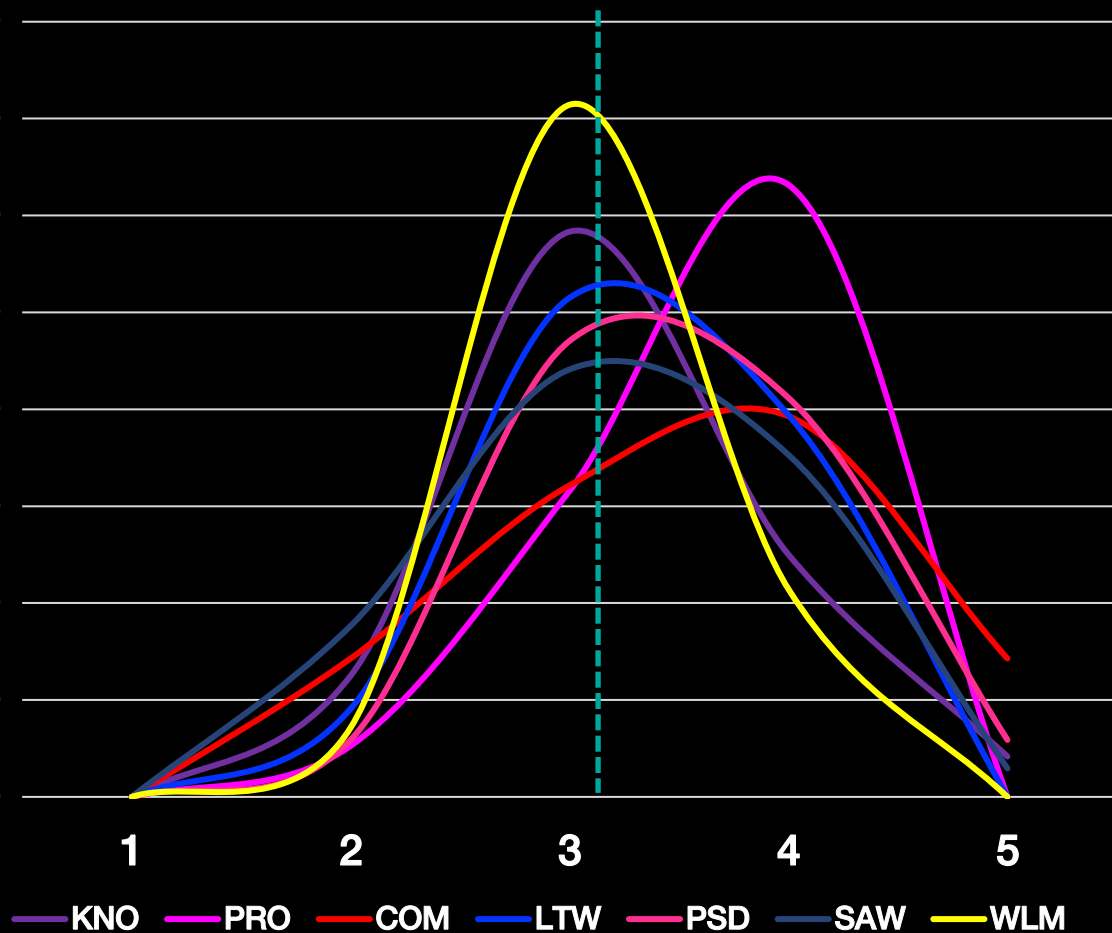
Results

Competency Development Progression

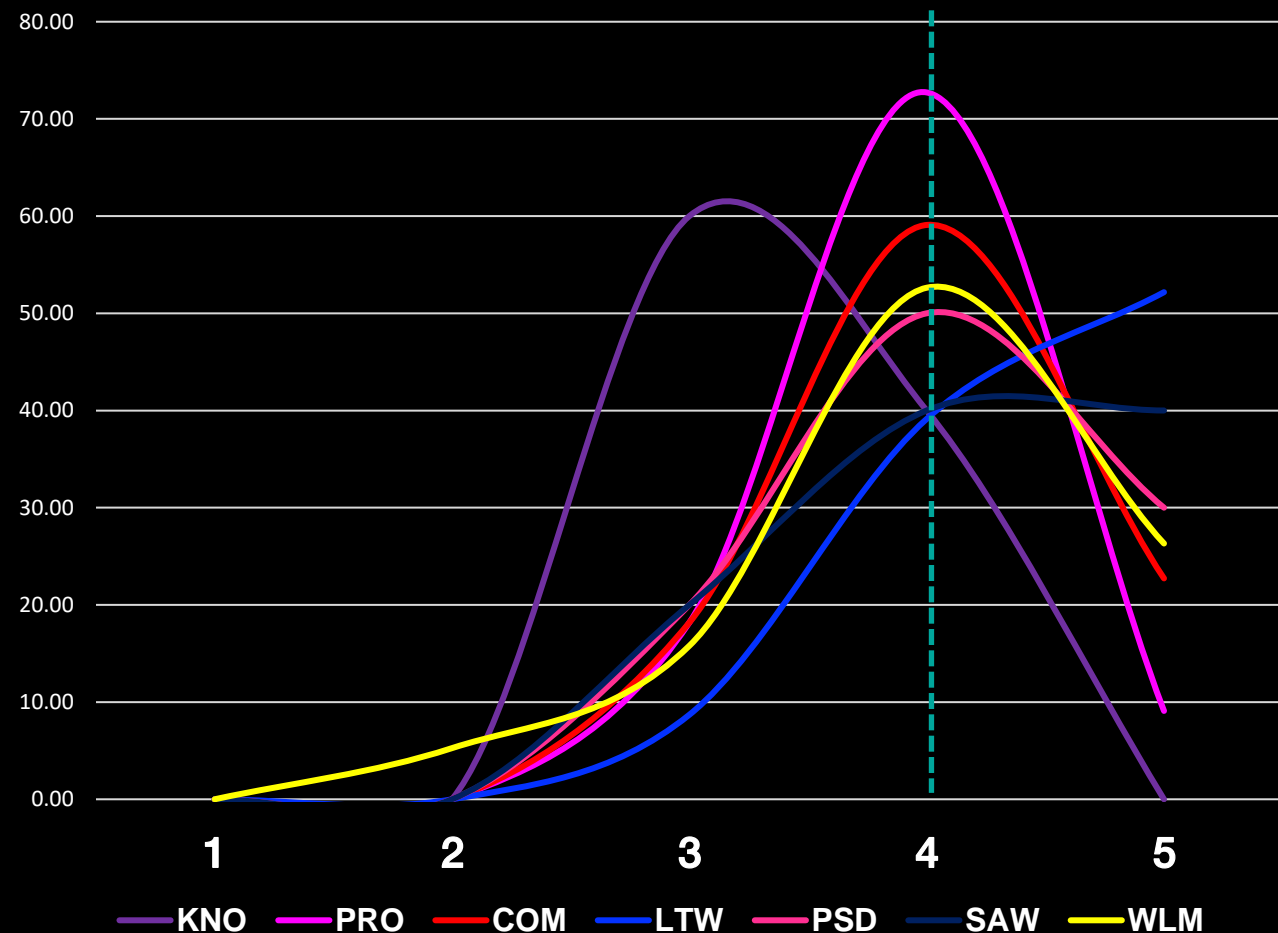


RP Demonstrated shift of approximately 1 grade point to the right in all 5 EASA Non-Technical Competencies – 300 Members in 2023 = **INCREASE IN RESILIENCE OF 20%**

Competency Distribution (Q1)

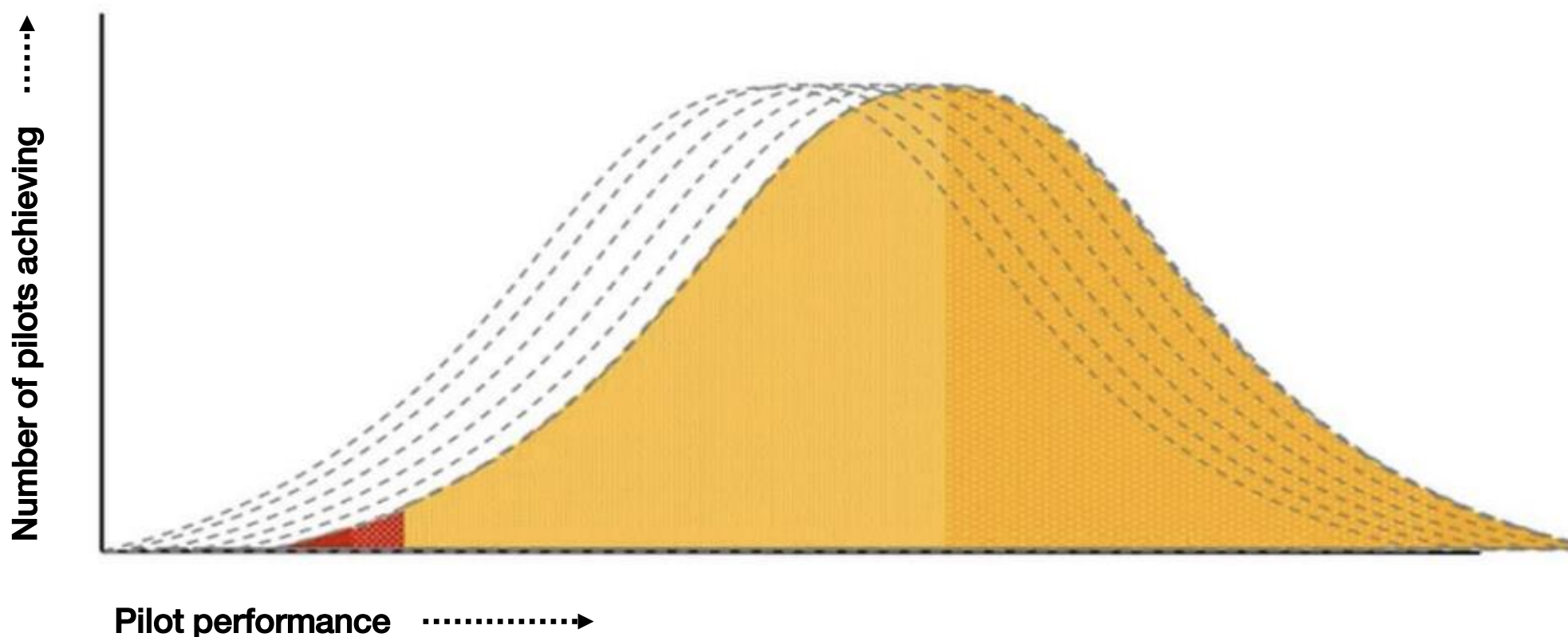


Competency Distribution (Q4)



“Measuring competencies (**especially the non-technical ones**) using a norm-referenced grading may be more appropriate; however, we also need to verify the grading system against a criterion-referenced system in order to ensure legal assurance and level playing field in the revalidation of pilot licences”

Norm-referenced grading



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Questions?



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