

Resilient Pilot



GROW HUMAN
CONFIDENCE

+



RAISE PROFESSIONAL
COMPETENCE

=



DEVELOP
RESILIENCE

Piloting your Resilience Development

Resilient Pilot

Who are we?





EMPTY SKIES

STOP CORONAVIRUS COVID-19

Airport suspends all flights

ARRIVALS		DEPARTURES	
GATE	STATUS	GATE	STATUS
---	CANCELLED	---	CANCELLED
---	CANCELLED	---	CANCELLED
---	CANCELLED	---	CANCELLED
---	CANCELLED	---	CANCELLED
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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



Resilient Pilot

What we do?



0.0 Application of Knowledge - KNO 
OB 0.1 Demonstrates practical and applicable knowledge of limitations and systems and their interaction
OB 0.2 Demonstrates the required knowledge of published operating instructions
OB 0.3 Demonstrates knowledge of the physical environment, the air traffic environment and the operational infrastructure (including air traffic routings, weather, airports)
OB 0.4 Demonstrates appropriate knowledge of applicable legislation.
OB 0.5 Knows where to source required information
OB 0.6 Demonstrates a positive interest in acquiring knowledge
OB 0.7 Is able to apply knowledge effectively

3.0 Flight Path management Automation - FPA 
OB 3.1 Uses appropriate flight management, guidance systems and automation, as installed and applicable to the conditions
OB 3.2 Monitors and detects deviations from the intended flight path and takes appropriate action
OB 3.3 Manages the flight path to achieve optimum operational performance
OB 3.4 Maintains the intended flight path during flight using automation whilst managing other tasks and distractions
OB 3.5 Selects appropriate level and mode of automation in a timely manner considering phase of flight and workload
OB 3.6 Effectively monitors automation, including engagement and automatic mode transitions

6.0 Problem Solving and Decision Making - PSD 
OB 6.1 Identifies, assesses and manages threats and errors in a timely manner
OB 6.2 Seeks accurate and adequate information from appropriate sources
OB 6.3 Identifies and verifies what and why things have gone wrong, if appropriate
OB 6.4 Perseveres in working through problems whilst prioritising safety
OB 6.5 Identifies and considers appropriate options
OB 6.6 Applies appropriate and timely decision-making techniques
OB 6.7 Monitors, reviews and adapts decisions as required
OB 6.8 Adapts when faced with situations where no guidance or procedure exists
OB 6.9 Demonstrates resilience when encountering an unexpected event

1.0 Application of Procedures - PRO 
OB 1.1 Identifies where to find procedures and regulations
OB 1.2 Applies relevant operating instructions, procedures and techniques in a timely manner
OB 1.3 Follows SOPs unless a higher degree of safety dictates an appropriate deviation
OB 1.4 Operates aircraft systems and associated equipment correctly
OB 1.5 Monitors aircraft systems status
OB 1.6 Complies with applicable regulations
OB 1.7 Applies relevant procedural knowledge

4.0 Flight Path Management Manual - FPM 
OB 4.1 Controls the aircraft manually with accuracy and smoothness as appropriate to the situation
OB 4.2 Monitors and detects deviations from the intended flight path and takes appropriate action
OB 4.3 Manually controls the aeroplane using the relationship between aeroplane attitude, speed and thrust, and navigation signals or visual information
OB 4.4 Manages the flight path to achieve optimum operational performance
OB 4.5 Maintains the intended flight path during manual flight whilst managing other tasks and distractions
OB 4.6 Uses appropriate flight management and guidance systems, as installed and applicable to the conditions
OB 4.7 Effectively monitors flight guidance systems including engagement and automatic mode transitions

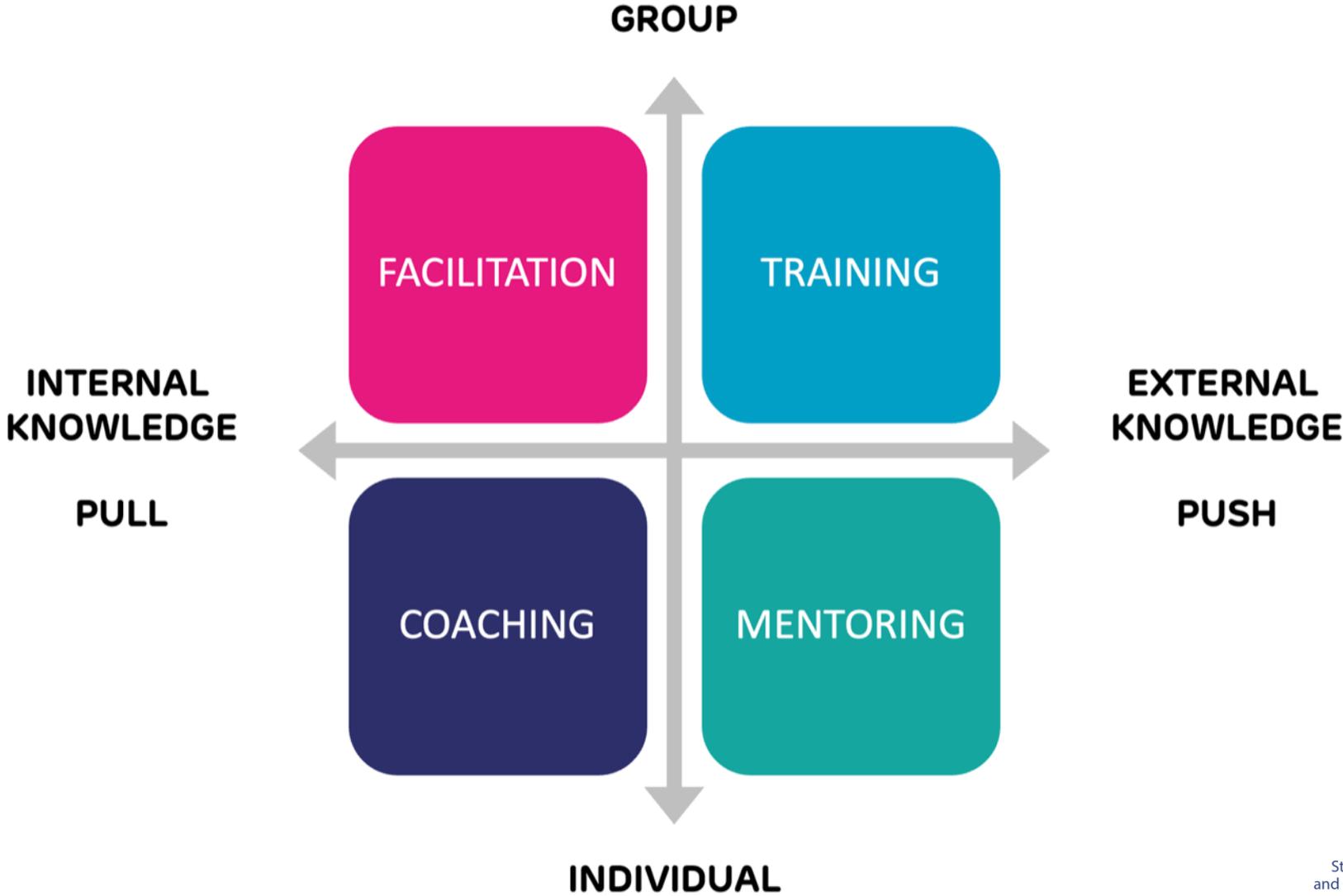
7.0 Situation Awareness/Info Management - SA 
OB 7.1 Monitors and assesses the state of the aeroplane and its systems
OB 7.2 Monitors and assesses the aeroplane's energy state, and its anticipated flight path
OB 7.3 Monitors and assesses the general environment as it may affect the operation
OB 7.4 Validates the accuracy of information and checks for gross errors
OB 7.5 Maintains awareness of the people involved in or affected by the operation and their capacity to perform as expected
OB 7.6 Develops effective contingency plans based upon potential risks associated with threats and errors
OB 7.7 Responds to indications of reduced situation awareness

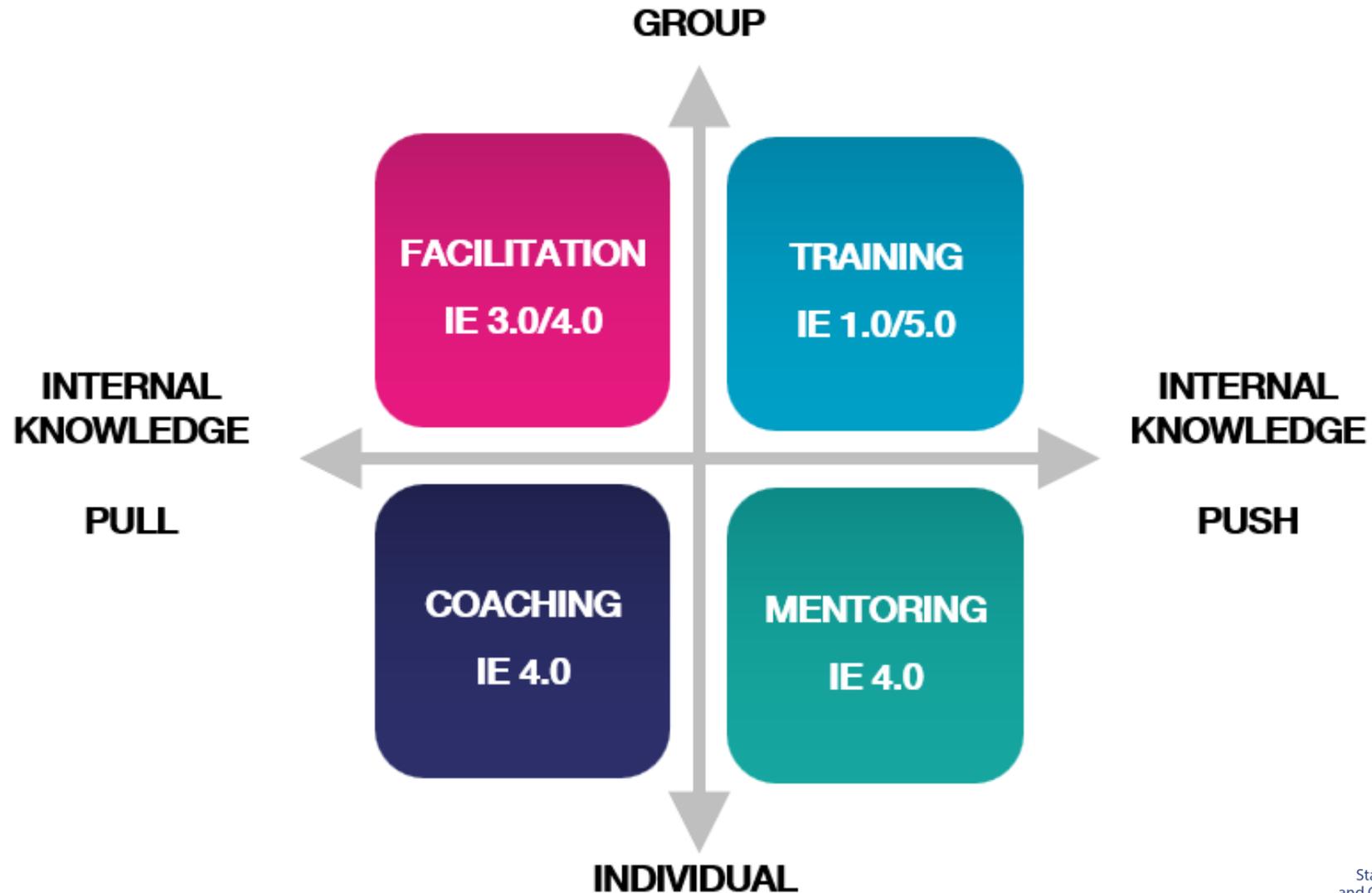
2.0 Communication - COM 
OB 2.1 Determines that the recipient is ready and able to receive information
OB 2.2 Selects appropriately what, when, how and with whom to communicate
OB 2.3 Conveys messages clearly, accurately and concisely
OB 2.4 Confirms that the recipient demonstrates understanding of important information
OB 2.5 Listens actively and demonstrates understanding when receiving information
OB 2.6 Asks relevant and effective questions
OB 2.7 Uses appropriate escalation in communication to resolve identified deviations
OB 2.8 Uses and interprets non-verbal communication in a manner appropriate to the organisational and social culture
OB 2.9 Adheres to standard radiotelephone phraseology and procedures
OB 2.10 Accurately reads, interprets, constructs and responds to datalink messages in English

5.0 Leadership and Teamwork - LTW 
OB 5.1 Encourages team participation and open communication
OB 5.2 Demonstrates initiative and provides direction when required
OB 5.3 Engages others in planning
OB 5.4 Considers inputs from others
OB 5.5 Gives and receives feedback constructively
OB 5.6 Addresses and resolves conflicts and disagreements in a constructive manner
OB 5.7 Exercises decisive leadership when required
OB 5.8 Accepts responsibility for decisions and actions
OB 5.9 Carries out instructions when directed
OB 5.10 Applies effective intervention strategies to resolve identified deviations
OB 5.11 Manages cultural and language challenges, as applicable

8.0 Workload Management - WLM 
OB 8.1 Exercises self-control in all situations
OB 8.2 Plans, prioritises and schedules appropriate tasks effectively
OB 8.3 Manages time efficiently when carrying out tasks
OB 8.4 Offers and gives assistance
OB 8.5 Delegates tasks
OB 8.6 Seeks and accepts assistance, when appropriate
OB 8.7 Monitors, reviews and cross-checks actions conscientiously
OB 8.8 Verifies that tasks are completed to the expected outcome
OB 8.9 Manages and recovers from interruptions, distractions, variations and failures effectively while performing tasks

Coaching v Facilitation







1



2



3



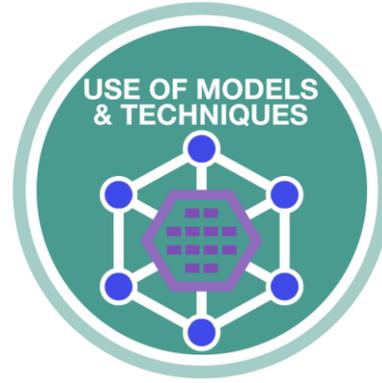
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5



6



7



8

Countermeasure Development

Empower

Resilience Development CRM FC.115

ANTICIPATE Threats

RESPOND

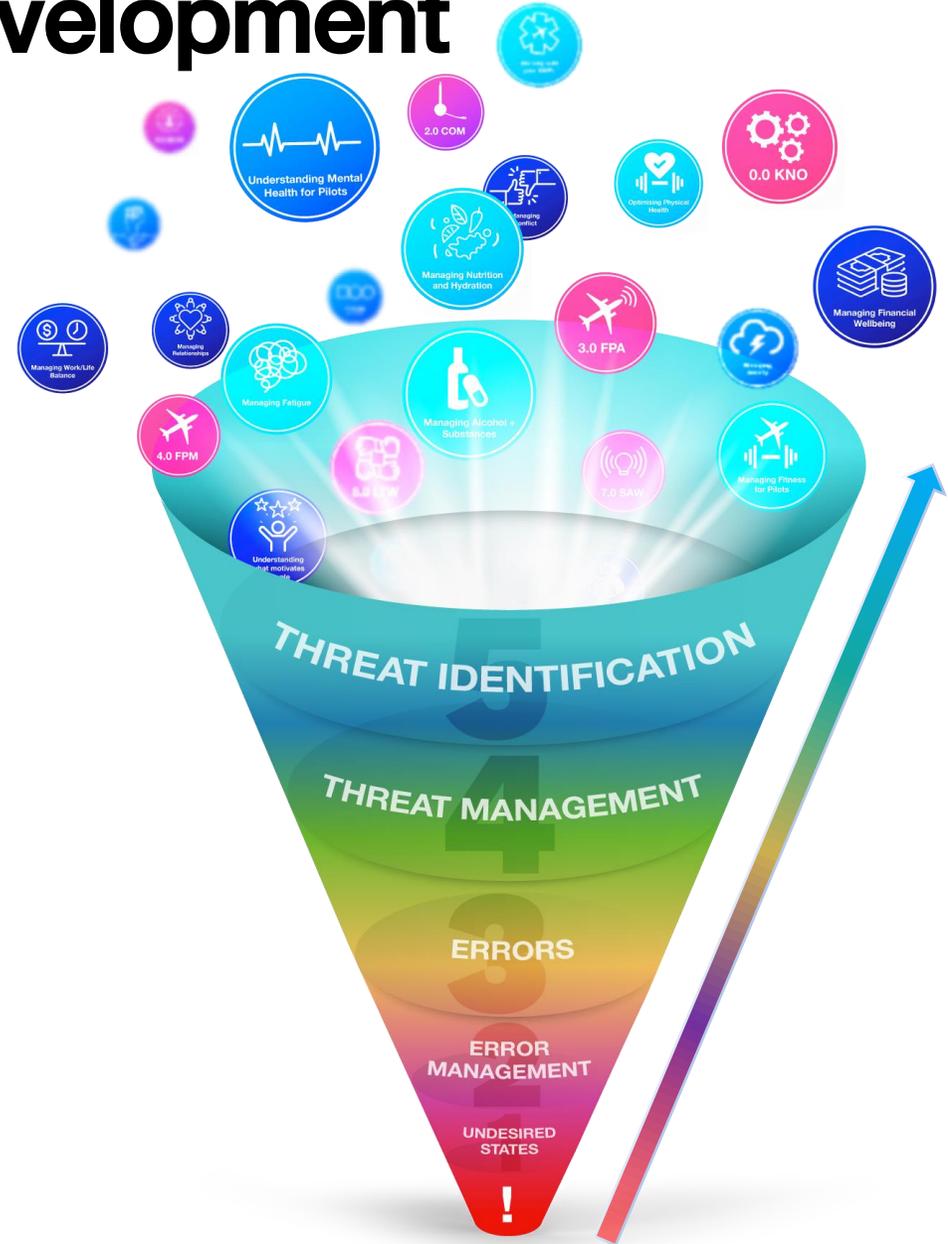
MONITOR Errors

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



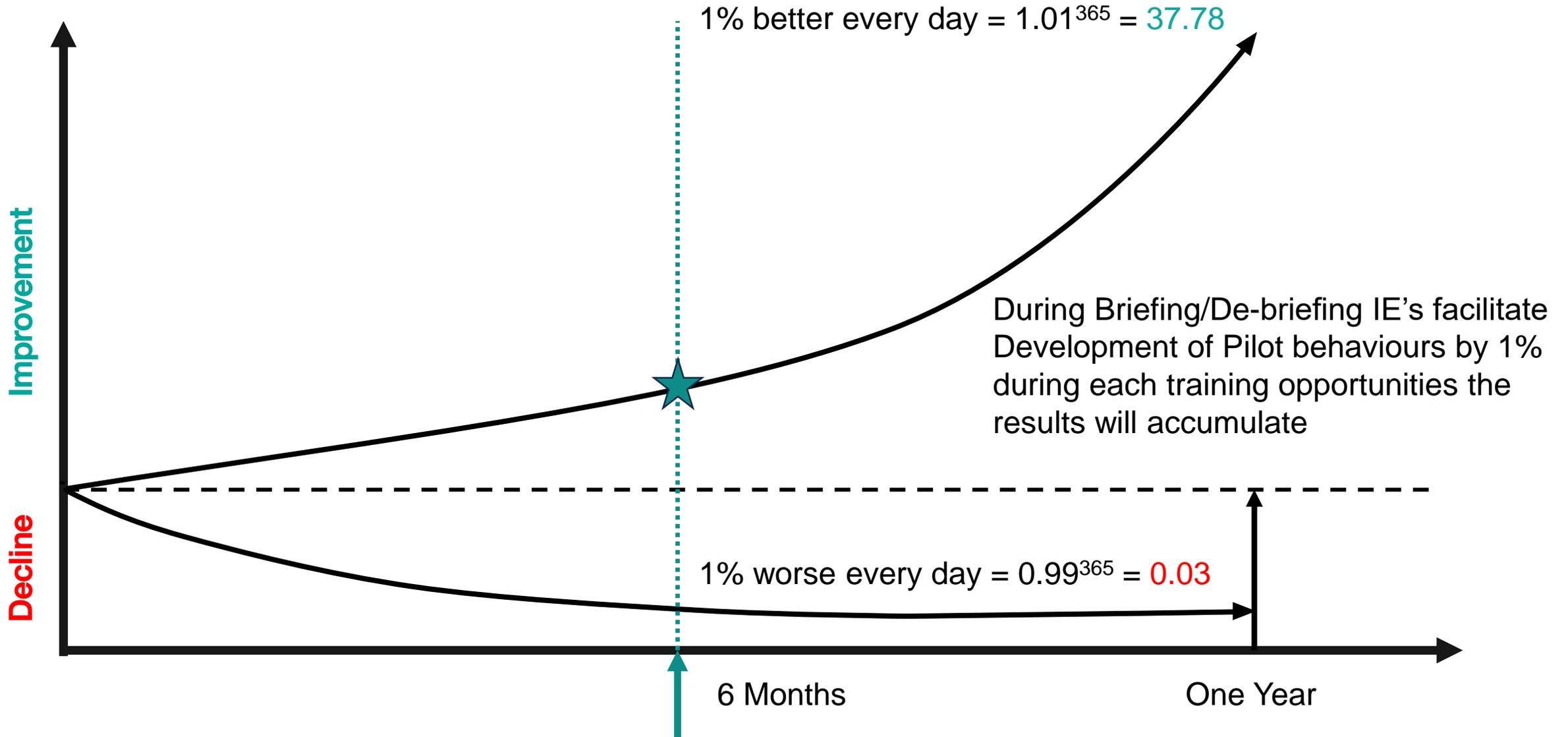
RAISE
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EMCC International
Standards for Mentoring
and Coaching Programmes

ISMCP

GOLD LEVEL



CRD

Continuous Resilience Development



**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**

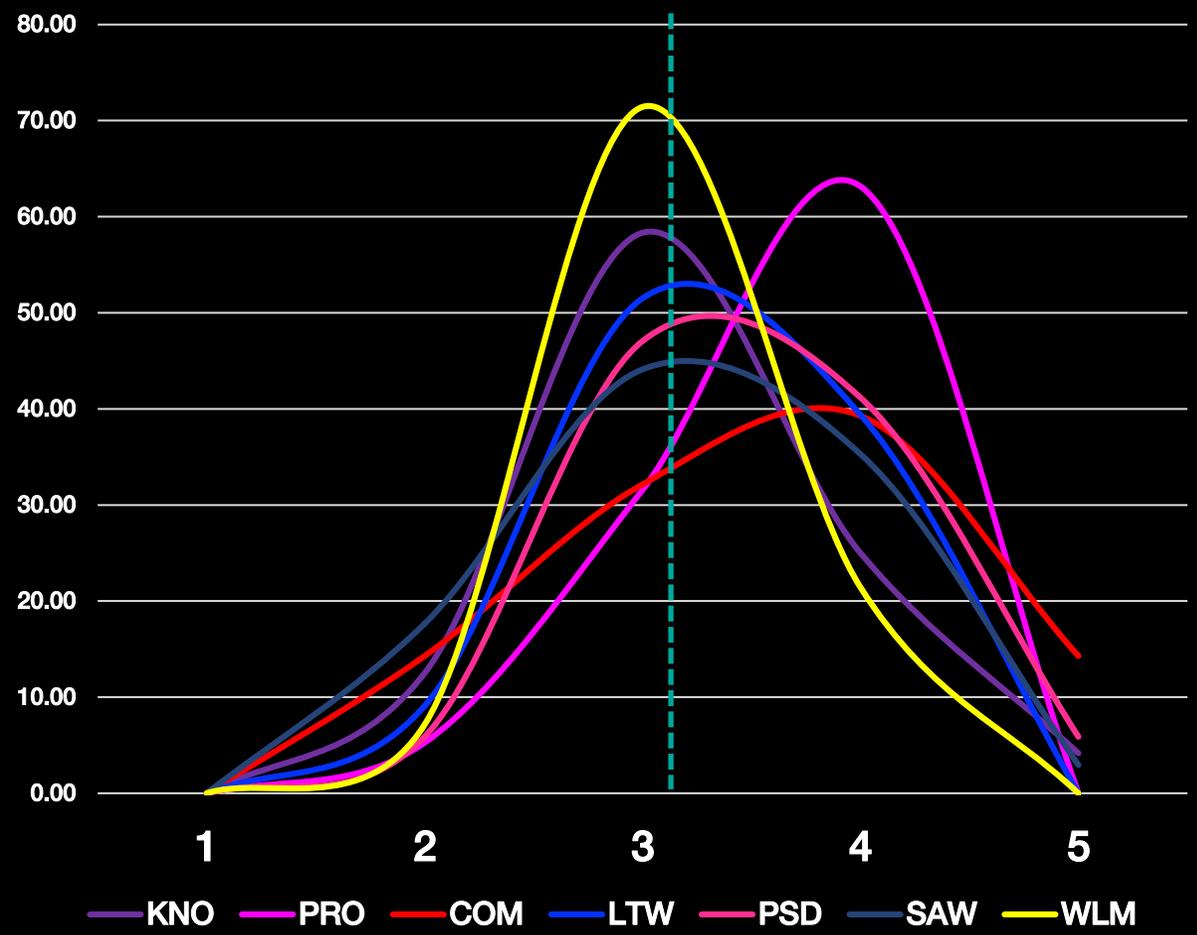
Results

Competency Development Progression

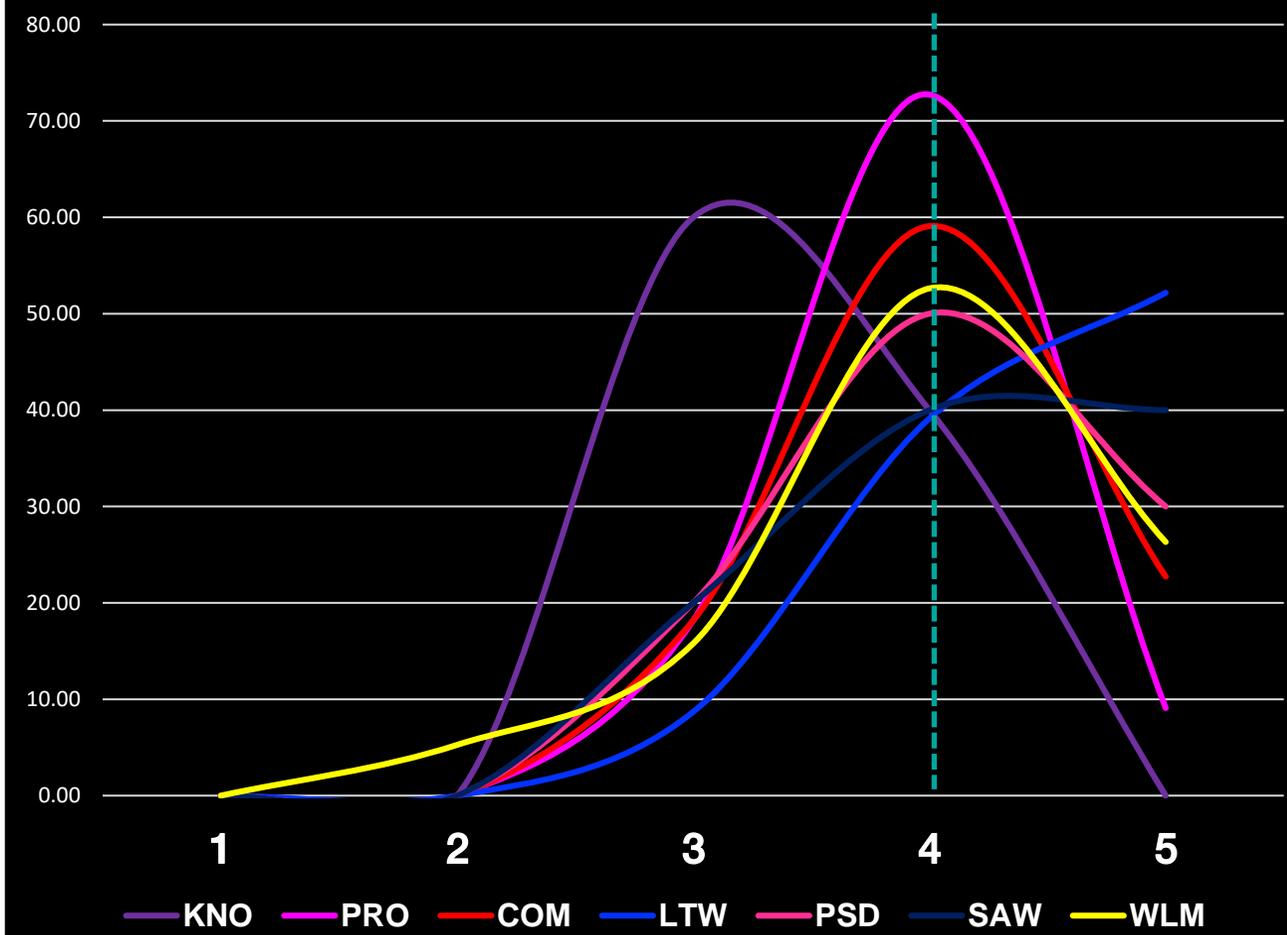


RP Demonstrated shift of approximately 1 grade point to the right in all 5 EASA Non-Technical Competencies – 300 Members in 2023 = **INCREASE IN RESILIENCE OF 20%**

Competency Distribution (Q1)

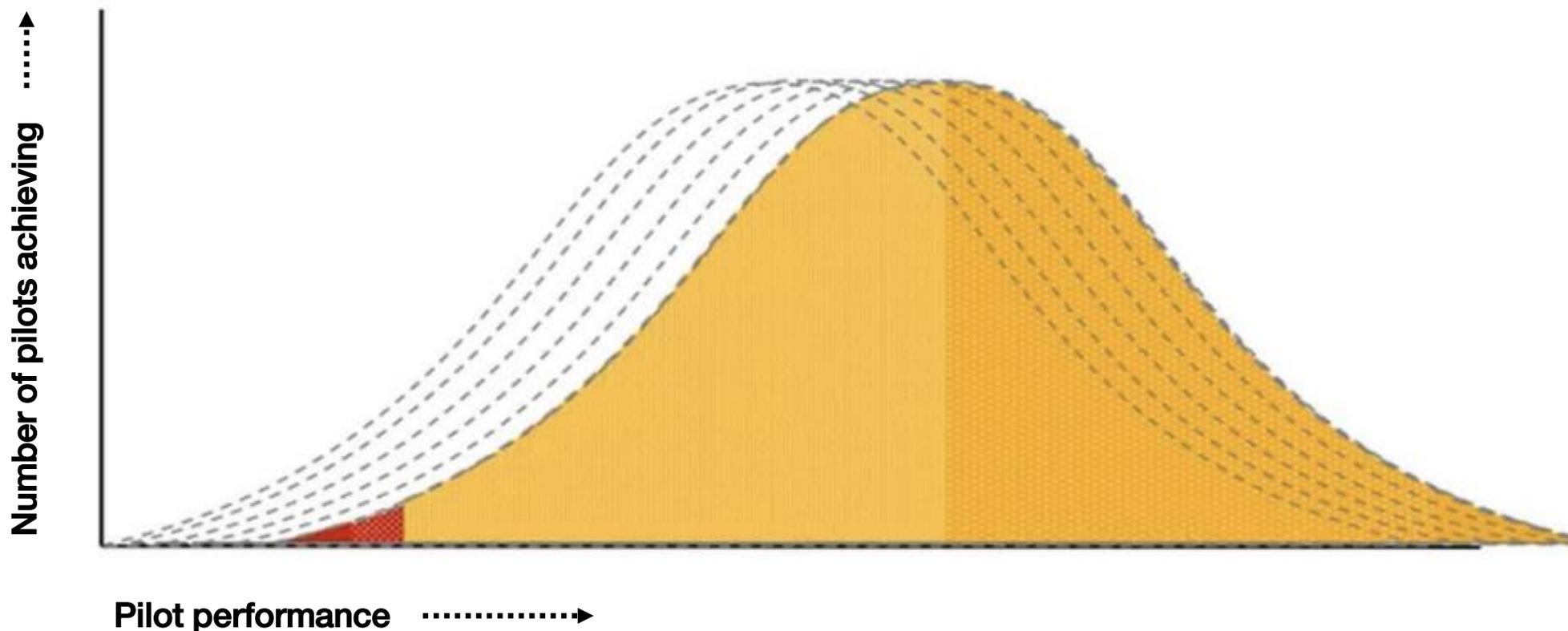


Competency Distribution (Q4)



“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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