

CADET TO CHIEF: AN APPROACH TO PILOT TRAINING AND LEADERSHIP DEVELOPMENT

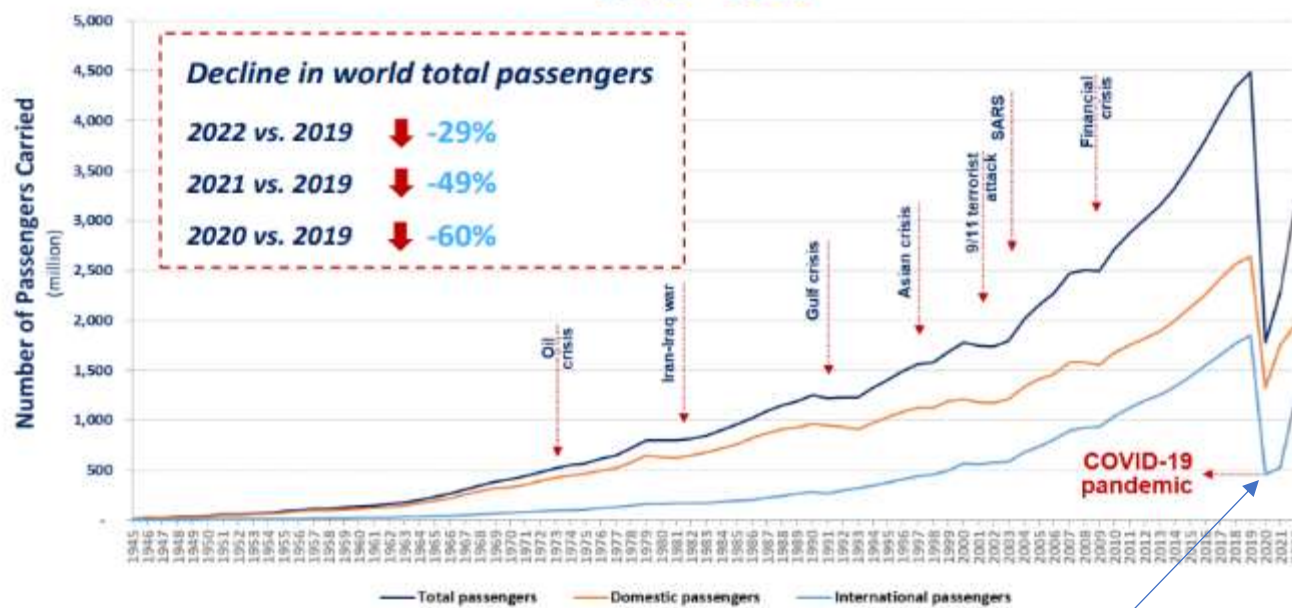


Captain Mohamad Khairul Ahmad Jahudi
Head of Training, MAB Academy
Malaysia Aviation Group(MAG)



Novel Coronavirus (COVID-19) on Civil Aviation: Economic Impact

World passenger traffic evolution
1945 – 2022



World passenger traffic collapses with unprecedented decline in history

Malaysia Airlines risks bankruptcy amid travel ban over Covid-19, says CFO

Konkash Yee

14 March 2020 - 3:01 PM (GMT+8)



Last month, Malaysia Airlines CFO said the airline was in a "critical" position, warning of the possibility of bankruptcy if the situation did not improve.

KUALA LUMPUR, March 16 — Malaysia Airlines said travel bans and plummeting demand around the world due to the Covid-19 pandemic have put the low-cost national carrier at risk of bankruptcy.

Pandemic forces 'urgent' restructuring at Malaysia Airlines

14 March 2020 - 3:01 PM (GMT+8)

Malaysia Airlines, which reported a net loss of RM1.1 billion in the first quarter, said it was in a "critical" position, warning of the possibility of bankruptcy if the situation did not improve.

The pandemic has hit the airline hard, with demand for flights dropping sharply and many airlines facing financial difficulties.



The airline has cancelled more than 2,000 flights up to April due to travel restrictions imposed by countries, reported the New Straits Times.



Malaysia Airlines offers unpaid leave amid COVID-19

BY Nurhuda Syed / 13 Mar 2020 / Share

Malaysia Airlines is offering no-pay leave to all employees, including subsidiaries such as low-cost carrier Firefly.

The scheme is available to all 13,000 employees. Employees can opt for one to three months of unpaid leave or five days of leave per month beginning in April.

The national carrier is the latest to adopt the cost-cutting measure in an industry hard-hit by the ongoing COVID-19 pandemic.

A Malaysia Airlines spokesperson said the move was motivated by the airline's reduced operations due to a steep decline in travel. The airline has cancelled more than 2,000 flights up to April due to travel restrictions imposed by countries, reported the New Straits Times.

Earlier this week, the airlines group announced a 10% pay cut for senior management. In a message to employees, group chief executive Captain Izham Ismail said the measure would help them cope with the current business climate.



During the COVID-19 pandemic, Malaysia Aviation Group (MAG) strategically retained cadet pilots by assigning them to ground and administrative roles, keeping them engaged and contributing to the company despite reduced flight operations.

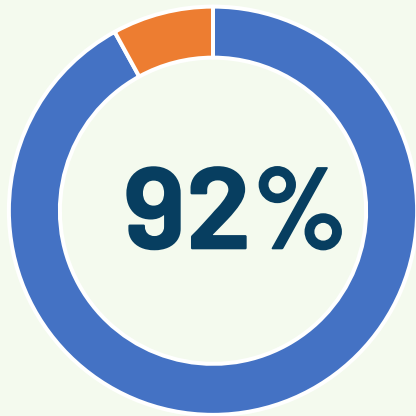
These measures were part of airlines' strategies to manage their workforce during the pandemic's downturn. As the industry recovers, cadet pilots are gradually resuming flight training and advancing toward becoming commercial pilots.



Danial
CBT Graphic Designer

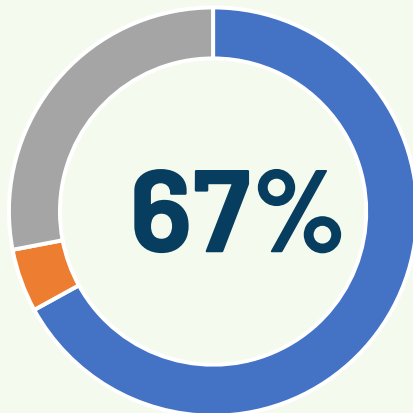
Survey Outcomes: Cadet Pilot Redeployment

We conducted a survey and gathered feedback and suggestions from former Cadet Pilots who had the opportunity to work in various departments across the MAG organization



■ Yes ■ No

Agrees they had a positive experience throughout the program



■ Yes ■ No ■ Not Sure

Recommend making experience in various ground-roles to be mandatory requirement for all future Cadet Pilots.



“...Gaining insight into the broader responsibilities in MAG has heightened my appreciation for our employees and the operational challenges they face

Ridhwan Helmi
former MH Customer Service Officer



“...Now I understand how the organization operates and how various stakeholders support safe, timely aircraft departures and arrivals, both in above-wing and below-wing operations.

Mohamad Syameem Bin Mohd Zaid
former Ground Staff

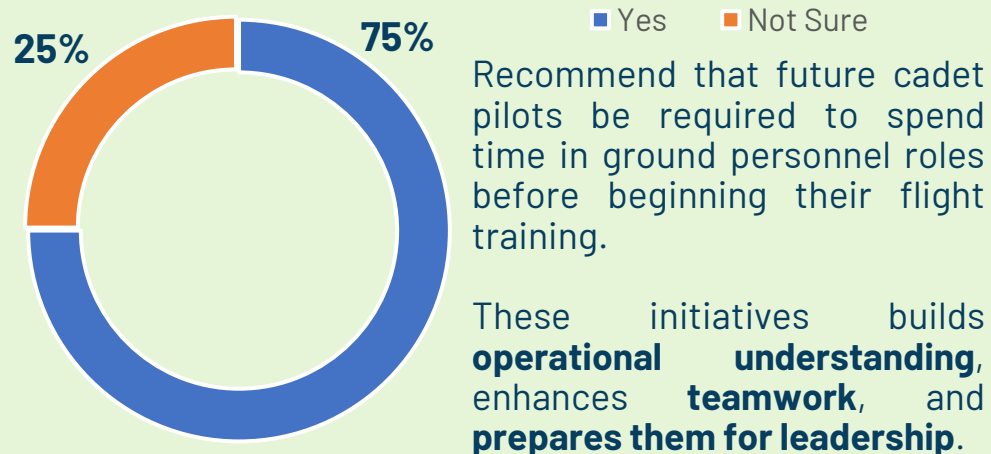
Survey Outcomes from Cadet Pilot's Instructors

We conducted a survey and gathered feedback and suggestions from their Supervisors on their performance and contribution from the deployment until post-deployment.

Question: Do pilots with prior ground personnel experience interact and collaborate with other team members better (e.g., ground crew, flight attendants, other pilots)?

100% YES

Question: Should future cadet pilots be required to spend time in ground personnel roles before beginning their flight training?

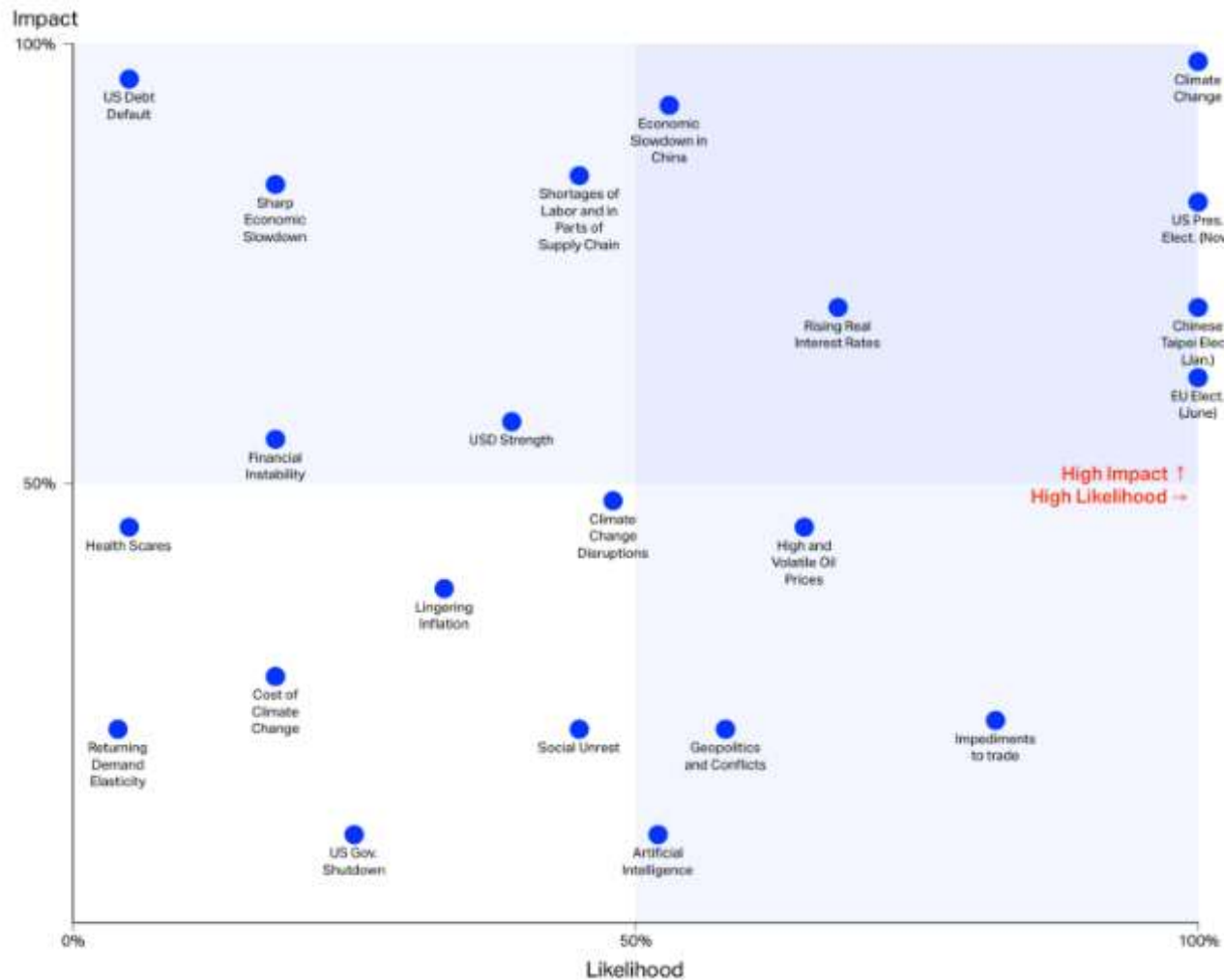


Among comments from their Supervisors shared during the survey..

“Pilot Cadets display **maturity and strong pressure-handling skills**, understand the high-risk nature of their future roles, and benefit from **improved communication**.

“They were already **familiar with safety protocols and operational efficiency** during their ground-work within MAG. This **foundational knowledge** was further strengthened when they began their flight training.

Volatility In Aviation Industry



COMMON CHALLENGES FOR PILOT IN CORPORATE ENVIRONMENT

Isolation from the Organization

Limited Teamwork and Collaboration

Demanding Customers

Lack of Understanding of Airline Business Landscape

Key Risks Facing the Global Economy and Air Transport Industry in 2024 report by IATA (2023)

Bridging the Gap Between Pilots and Corporate Workforce

ROOT CAUSE

- 1 Highly technical centric and isolated work environment
- 2 Limited engagement with Organization (Corporate, Culture, Strategy and Operations)

CONSEQUENCES

- 1 Disconnection of organizational objectives
- 2 Pilot vs Management - conflicts over priorities
- 3 Limited corporate leadership competencies
- 4 Slow transition to management roles

-
- 1 Understand broader airlines operation and business challenges
 - 2 Informed and aligned decision-making
 - 3 Career Opportunities: Management and Leadership
 - 4 Enhance operational effectiveness

**OPERATIONAL
EFFICIENCY**

**STRATEGIC
COHESION**

**CUSTOMER
VALUE
PROPOSITION**

**END GOAL OF
"CADET TO CHIEF (C2C)"
INITIATIVES PLAN**



Initiatives Plan: C2C Leadership Development Framework

	CADET PILOT Mandatory	FIRST OFFICER/CAPTAIN Selected Pool	MANAGEMENT PILOT Selected Pool
PERSONAL EFFECTIVENESS	<ul style="list-style-type: none"> • Growth Mindset • Performance Management • Digital Savvy 	<ul style="list-style-type: none"> • Growth Mindset • Performance Management • Digital Savvy 	<ul style="list-style-type: none"> • Growth Mindset • Performance Management • Staffing & Employment • Employee Relations and Law • Digital Savvy
LEADERSHIP IMPACT	<ul style="list-style-type: none"> • Personal Leadership • Compelling Communication 	<ul style="list-style-type: none"> • Inspirational Leadership • Compelling Communication 	<ul style="list-style-type: none"> • Inspirational Leadership • Compelling Communication
BUSINESS SAVVY	<ul style="list-style-type: none"> • Customer Focus 	<ul style="list-style-type: none"> • Strategic Thinking • Business Acumen • Customer Focus 	<ul style="list-style-type: none"> • Strategic Thinking • Business Acumen • Entrepreneurship • Customer Focus
DEVELOPMENT REINFORCEMENT	2 months assignment at various Business Unit	Turun Padang (Quarterly)	Turun Padang (Quarterly)

LTBP 2.0 STRATEGIC PILLARS	6 CORE BELIEFS	LEADERSHIP & BUSINESS COMPETENCY
<ul style="list-style-type: none"> • Premium Profitable APA Airlines • Business Model Reset Domestic and ASEAN Market • Diverse Revenue Stream • Creating Commercial Partnerships • Digital as the Cornerstone for the Business 	<ul style="list-style-type: none"> • People are our True North • Customer is Our Centre of Gravity • Safety and Security are our DNA • Sustainability is our Universe • Integrity is our Commitment 	<ul style="list-style-type: none"> • INSPIRE • Business Acumen • Finance Acumen



The Evolution of Pilot Training in Malaysia Aviation Group (MAG)

BEFORE

Traditional Pilot Training (Before CBTA)

CURRENT

CBTA

Knowledge

Application of Procedure

Communication

FPM Automation

FPM Manual

Leadership/Teamwork

Problem Solving and Decision Making

Situation Awareness

Workload Management



FUTURE

Pre-Learning Engagement

Growth Mindset

MAG Business Landscape

Communication Intelligence

Microsoft Office

Personal Leadership

Customer Value Proposition

Effective Presentation

Coaching

Turun Padang (Practical)



The Evolution of Pilot Training in Malaysia Aviation Group (MAG)

BEFORE

**Traditional Pilot
Training
(Before CBTA)**

CURRENT

CBTA

**Training Better
Professional
Pilots**

FUTURE

**Training Better
Employees**





**Volunteering for MAG booth
The Malaysian Association of Tour and Travel Agents (MATTA)
Fair**

6 - 8 SEPTEMBER 2024

THANK YOU.
Terima kasih.