

Session Plan

Based on the Cabin Crew Standing Group's conference and workshop in 2009, please find below a suggested session plan for use in the classroom.

Senior Cabin Crew Member Training or Line Trainers Course

Resources required: DVD 'Who needs CRM?', Skills List, Flip Chart

Session Timing: 1 Hour

Objectives:

- To be able to observe and record behaviour accurately
- To apply observations to preferred non-technical skills using a Skills List
- To be able to classify non-technical skills and reinforce positive behaviour
- To identify the effect of poor non-technical skills on other crew members performance
- To consider your own behaviour style when under pressure



Instructor Guide

Introduce the DVD

1. Your task is to focus on the observed behaviour of either Sarah, Helen or Paula – *instructor to select.*
2. Working as individuals, observe and record the behaviours demonstrated by your allocated crew member.
Instructor to brief delegates to write actual behaviours and observations, not views, opinions or general/vague statements
3. Working in groups or pairs, compare your observations
Are the noted observations factual and a record of what actually was said or done?
4. Using the Skills List, which main skill areas do the observed behaviours fit into - which areas do you think need to be reinforced so as to continue and which areas need to be changed?
Facilitate the discussion. The delegates should be able to support the areas they feel are demonstrated with their observations
5. Using the observations and comments from the delegates, suggested questions could be:
What effect does this behaviour have on the rest of the crew?
Which crew member represents the greatest risk to flight safety?
Have you had any similar experiences and how did you react?
When under pressure, which of the three different types of behaviour may you be inclined to adopt? (We all behave in negative ways at times – do you know style you may adopt?)

Suggestion for Line Trainers Course

Session Time: 1 Hour

1. Suggested role play. If using the DVD for instructor/line training course, set up a role play and ask delegates to debrief Sarah, Helen and Paula. Ask them to use the Skills list as a resource for the debrief. During the debrief the Crew member should behave in one or several of the following ways: denial, emotional, angry or shocked. The Line Trainer must try and stay in control of the conversation and get the crew member to accept the feedback. Offer feedback after the exercise and mark up 'top tips' for effective debriefing on flip chart
2. Ask delegates to write a report on Sarah, Helen or Paula following the debrief