MAY 2 - 3
DENVER, COLORADO
BUSINESS AVIATION SAFETY SUMMIT
BASS 2019

Lufthansa Aviation Training

Skills for the future: do crews have them and does our training incorporate them?

Culture

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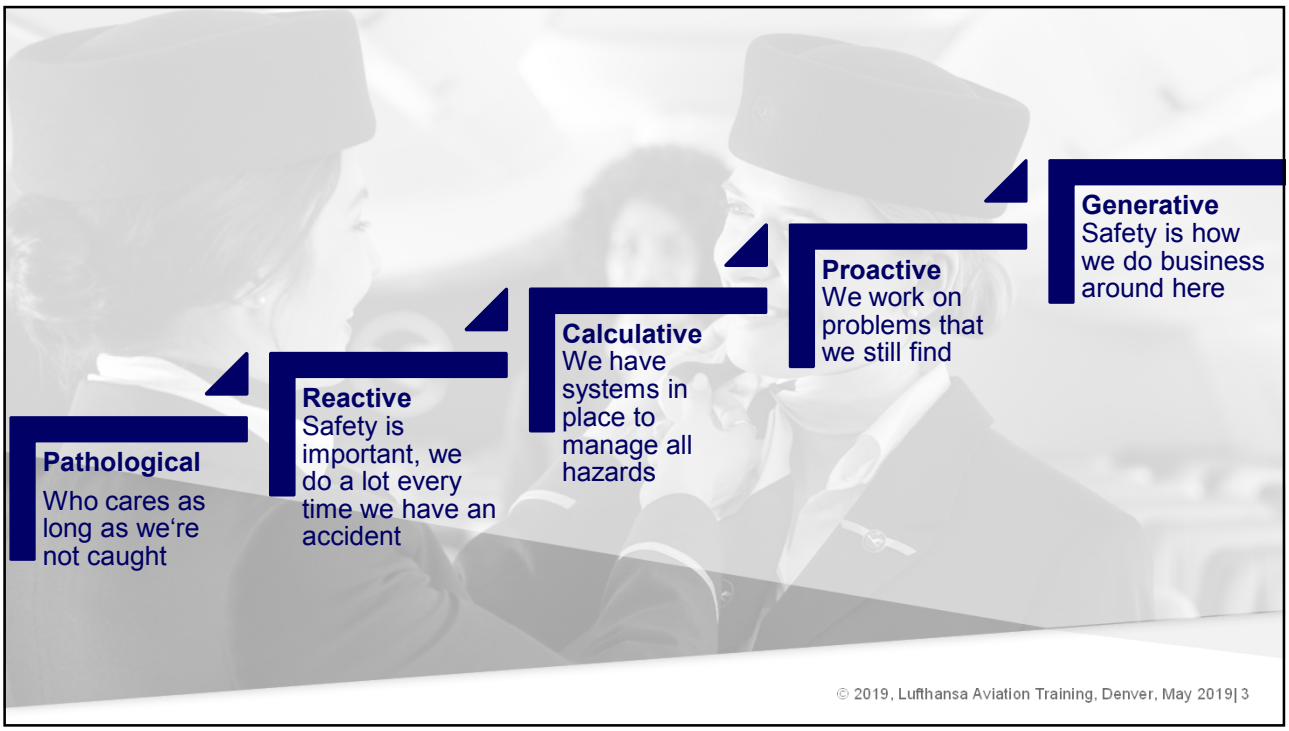
Pathological
Who cares as long as we're not caught
Reactive
Safety is important, we do a lot every time we have an accident
Calculative
We have systems in place to manage all hazards
Proactive
We work on problems that we still find
Generative
Safety is how we do business around here
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Reporting Culture
Everybody can freely share critical safety information.
Organizational willingness to change.
Flexibility
Safety first culture
Just Culture
Employees must know what is acceptable and unacceptable behavior.
Learning Culture
The organization and employees learn from mistakes.
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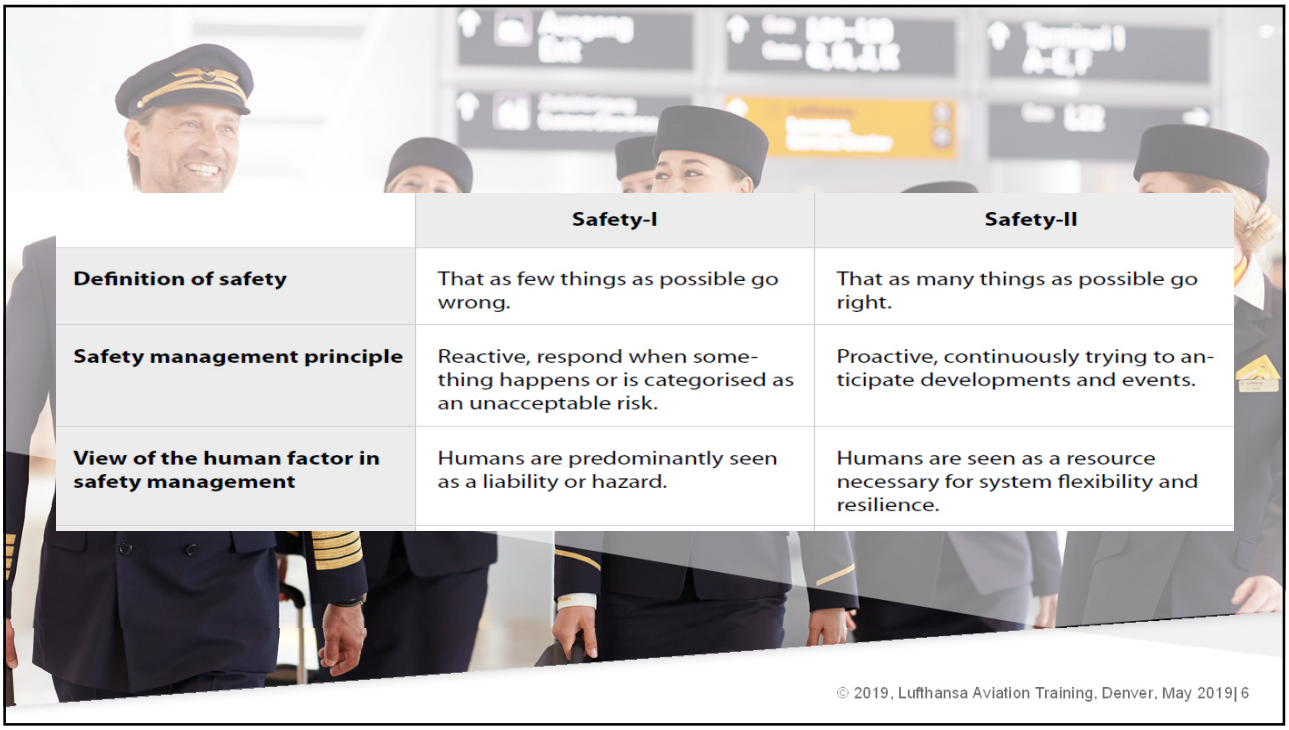

	Safety-I	Safety-II
Definition of safety	That as few things as possible go wrong.	That as many things as possible go right.
Safety management principle	Reactive, respond when something happens or is categorised as an unacceptable risk.	Proactive, continuously trying to anticipate developments and events.
View of the human factor in safety management	Humans are predominantly seen as a liability or hazard.	Humans are seen as a resource necessary for system flexibility and resilience.

Safety Issues NBAA

- Automation Mismanagement
- Loss of Control Inflight
- Runway Excursions
- Controlled Flight into Terrain
- Ground Operation and Handling Incidents
- Single-Pilot Operations

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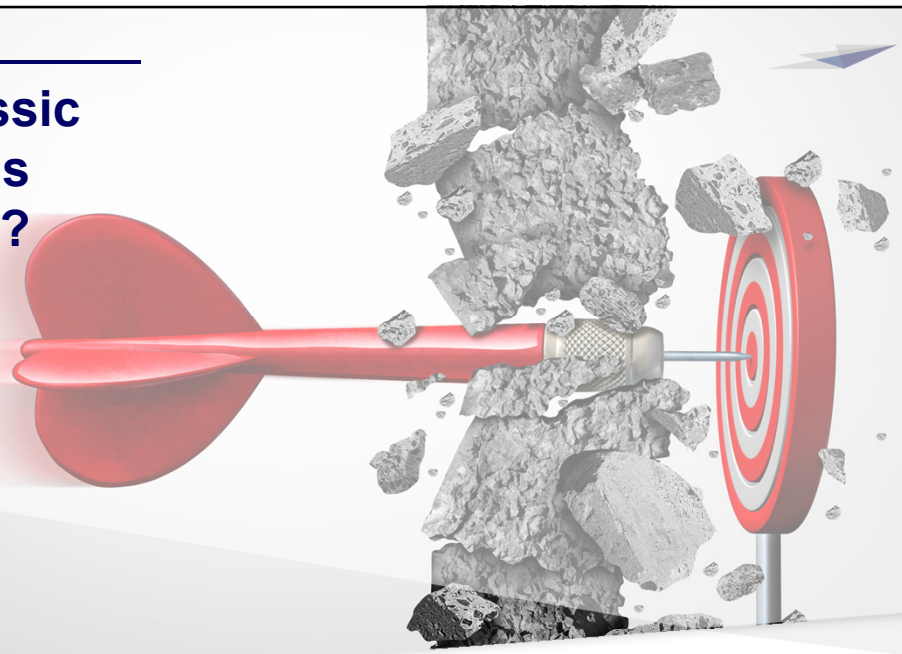
Are the classic CRM skills sufficient?



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in 2020

1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence
7. Judgment and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility

in 2015

1. Complex Problem Solving
2. Coordinating with Others
3. People Management
4. Critical Thinking
5. Negotiation
6. Quality Control
7. Service Orientation
8. Judgment and Decision Making
9. Active Listening
10. Creativity

Source: World Economic Forum

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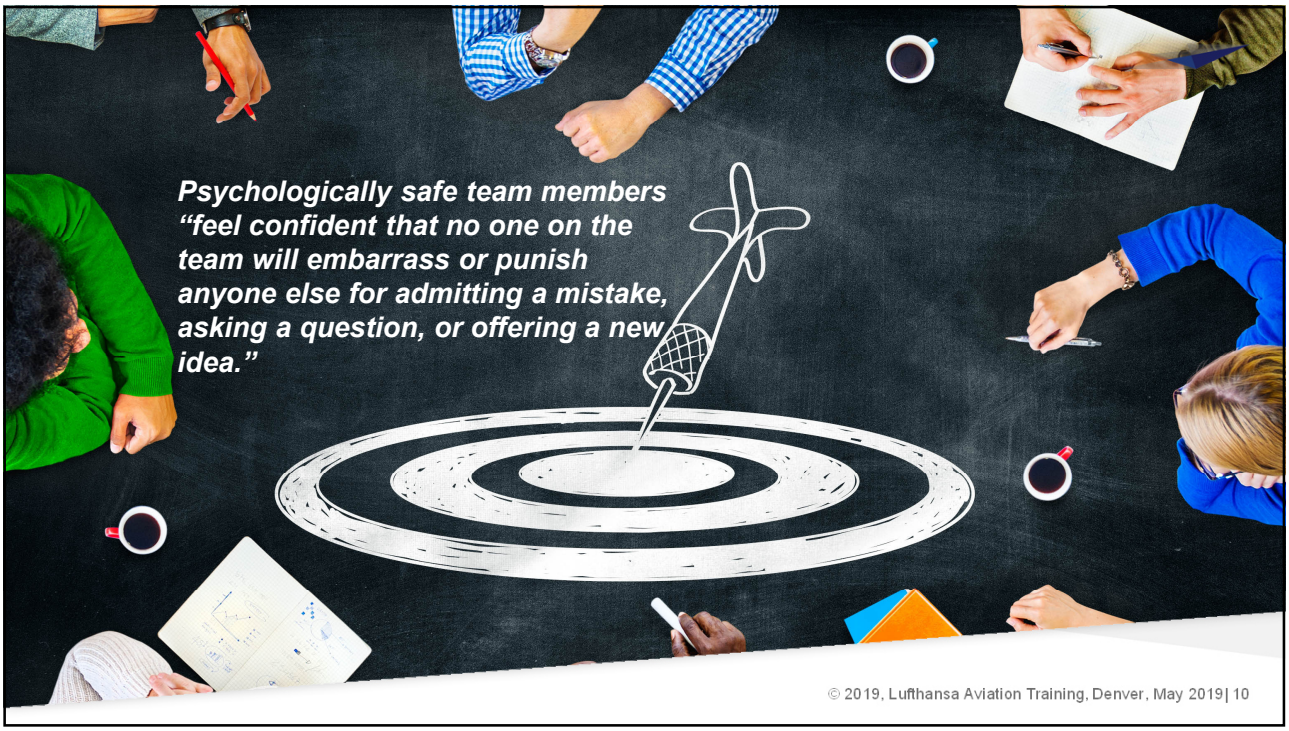

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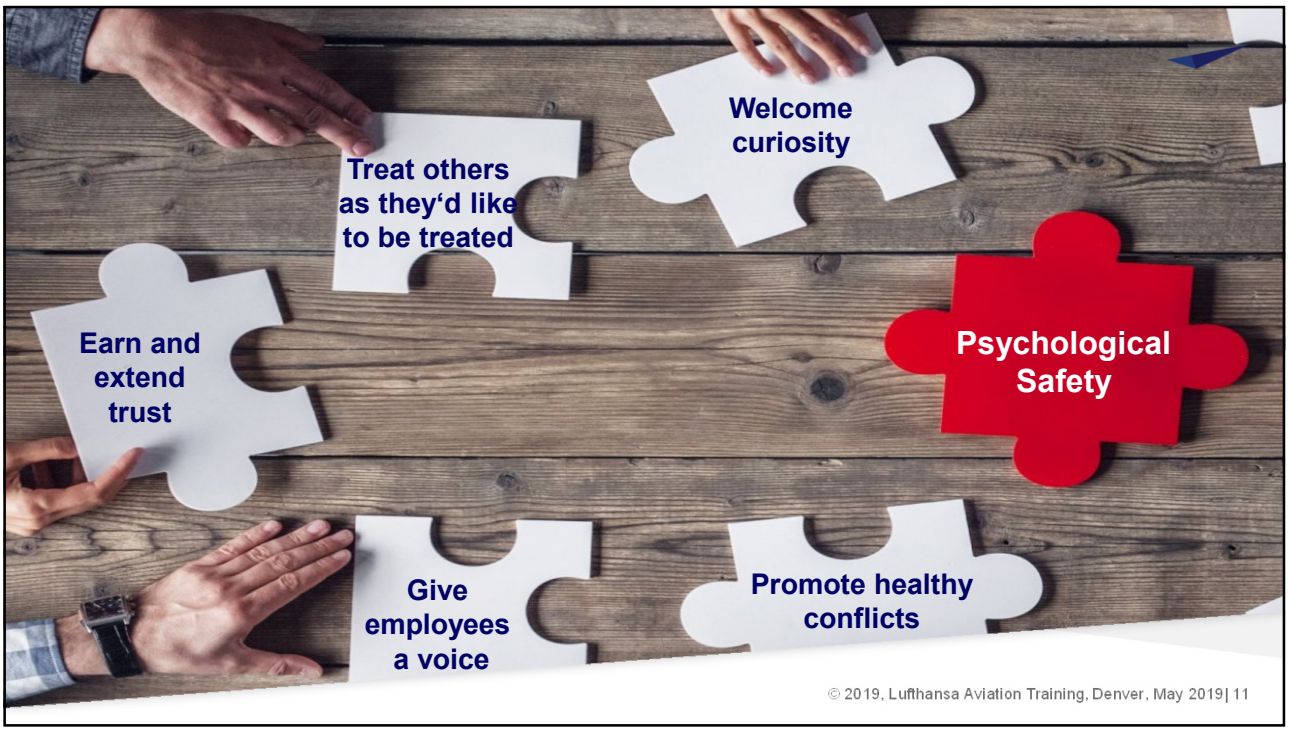

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Coordinating with others – Cross Training
Lufthansa Technik
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Reflection and Self-criticism
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Training
Is the way how we train our flight crews efficient, adapted, creative and according to the needs of our trainees?
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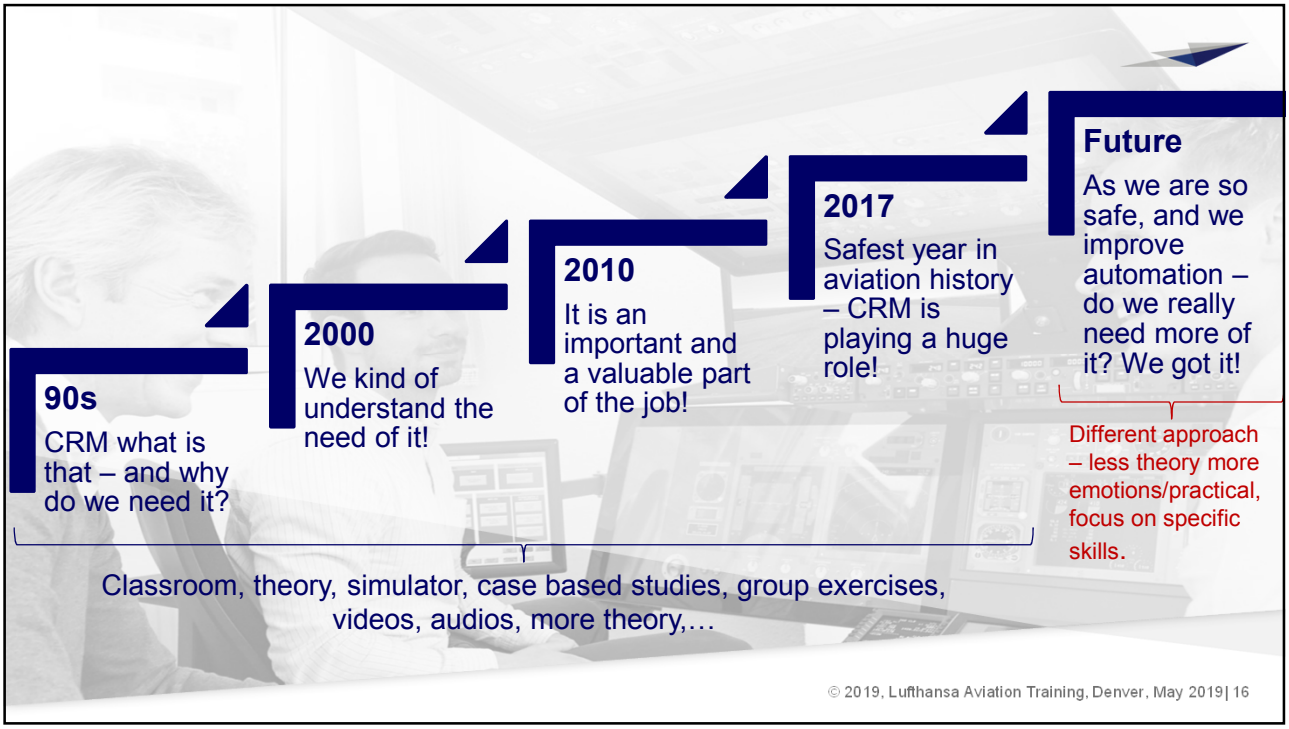
90s
CRM what is that – and why do we need it?
2000
We kind of understand the need of it!
2010
It is an important and a valuable part of the job!
2017
Safest year in aviation history – CRM is playing a huge role!
Future
As we are so safe, and we improve automation – do we really need more of it? We got it!
Different approach – less theory more emotions/practical, focus on specific skills.
Classroom, theory, simulator, case based studies, group exercises, videos, audios, more theory,…
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Training has to be more than a
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Our trainees
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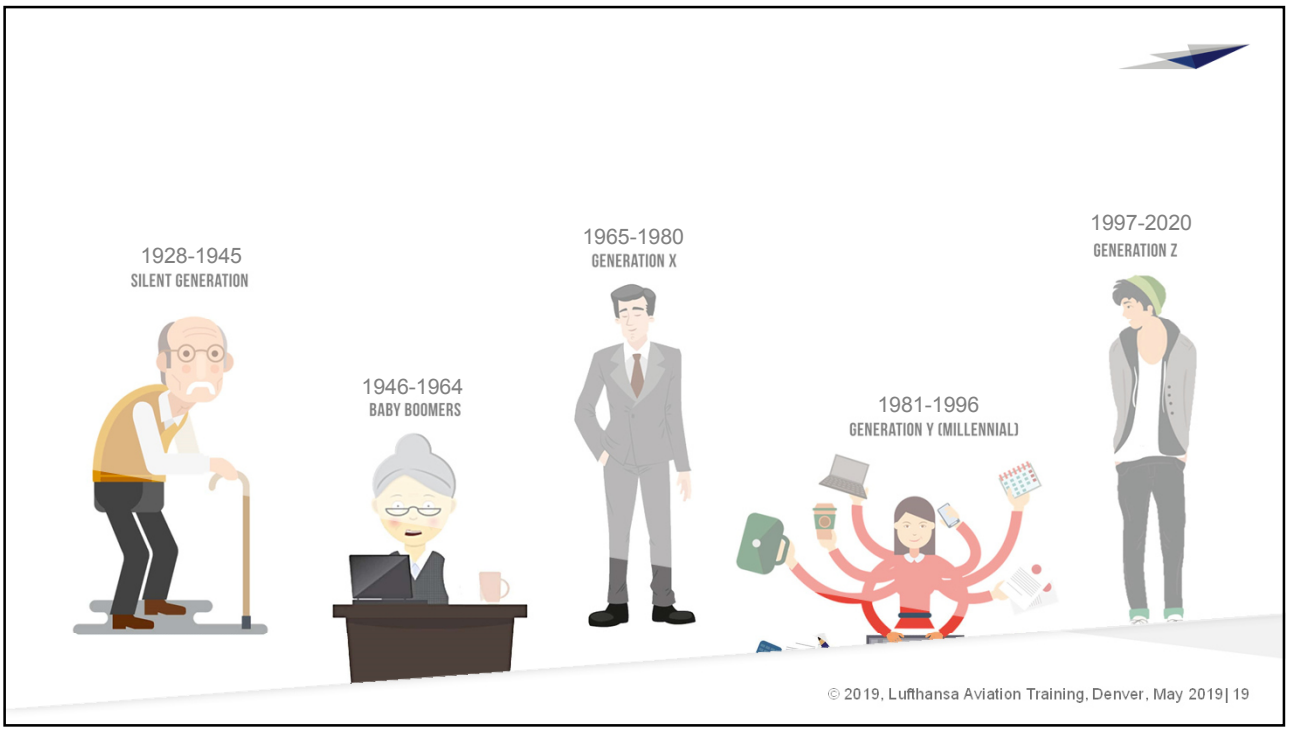
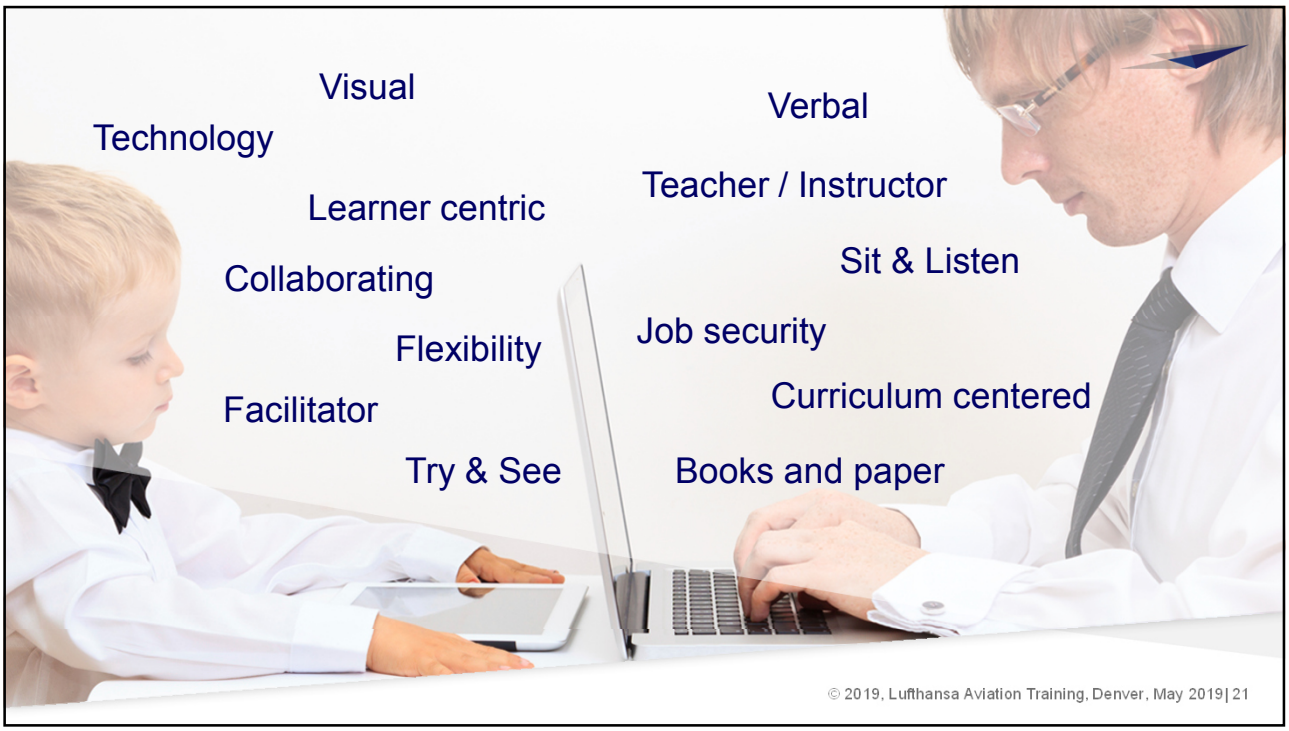


Characteristics	Maturists (pre-1945)	Baby Boomers (1945-1960)	Generation X (1961-1980)	Generation Y (1981-1995)	Generation Z (Born after 1995)
Aspiration	Home ownership	Job security	Work-life balance	Freedom and flexibility	Security and stability
Attitude toward technology	Largely disengaged	Early information technology (IT) adaptors	Digital immigrants	Digital natives	Technoholics
Attitude toward career	Jobs are for life	Organisational—careers are defined by employers	Early 'portfolio.' careers — loyal to profession,not necessarily to employer	Digital enlrepreneurs — work "with" organizations not "for"	Career multitaskers
Signature product	Automobile	Television	Personal computer	Smart phone	Nano-computing, 3-D print, driveless cars
Communication media	Formal letter	Telephone	E-mail and SMS	SMS or Social media	Hand-held communication devices


Visual
Technology
Learner centric
Collaborating
Flexibility
Facilitator
Try & See
Verbal
Teacher / Instructor
Sit & Listen
Job security
Curriculum centered
Books and paper
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Learners learn much more by themselves.
On average 3.5 hours per week. (Degreed 2016)
77%
of workers say they do at least some of their learning on a smartphone or tablet.
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What today‘s learners want to know…

- *Tell me what I need to learn*
- *Tell me what learning I need to complete*
- *Tell me what learning I’ve completed*
- *Show me what else I may want to learn*

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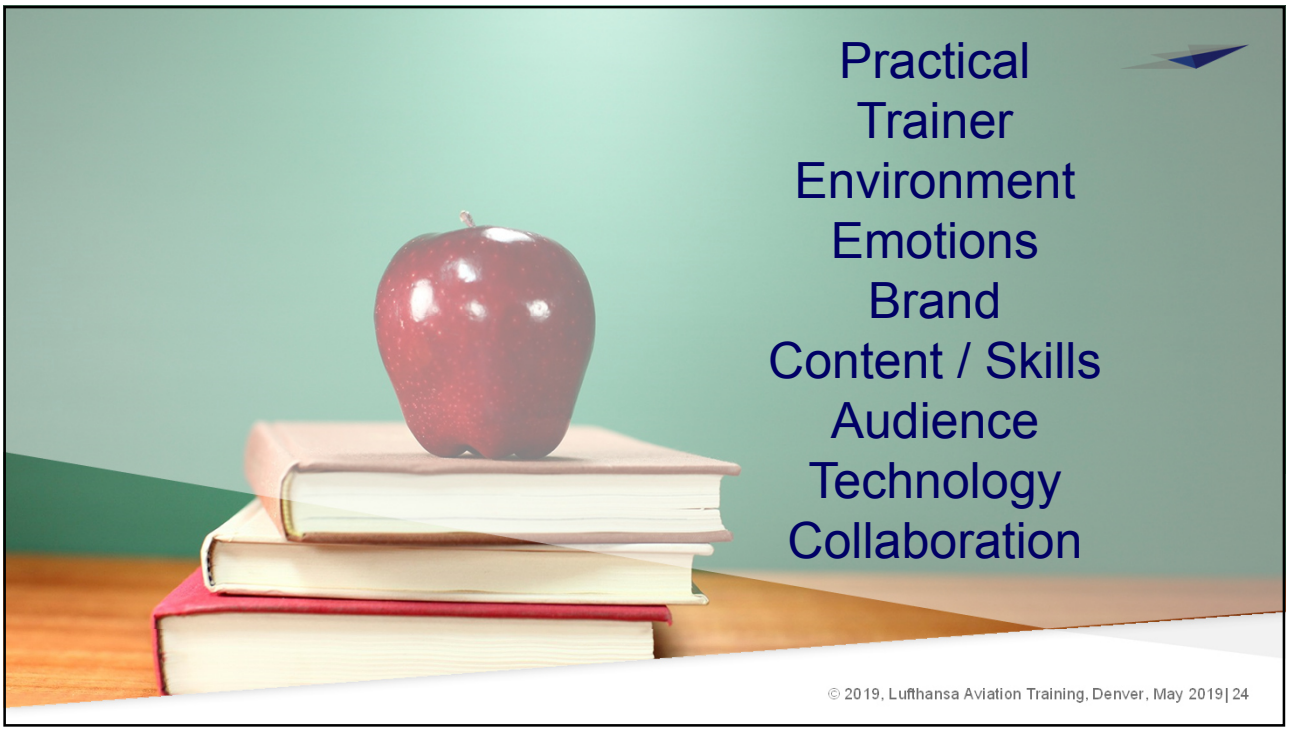

Practical Trainer Environment Emotions Brand Content / Skills Audience Technology Collaboration

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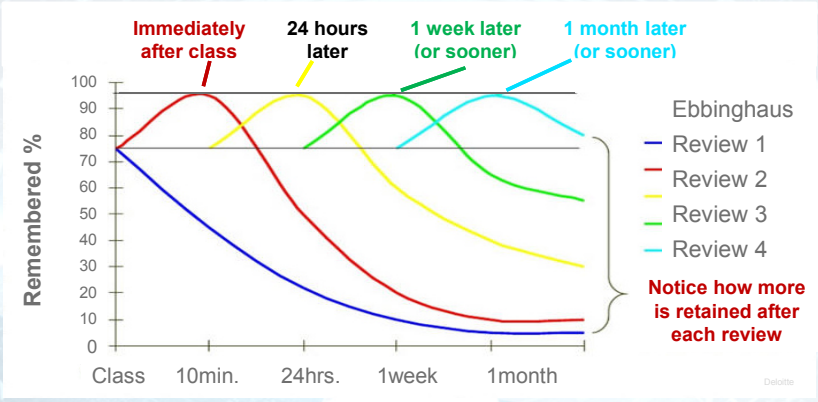
Repetition, Spacing, Questioning



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Step 1: Push Training – we prepare our trainees and give them tools, attitudes, beliefs and skills.

Step 2: Pull Training - try things, make mistakes, collect experiences and share with your community, but also use the community. Continuous training with the help of new technology.

REVIEW, REINFORCE und REMEMBER

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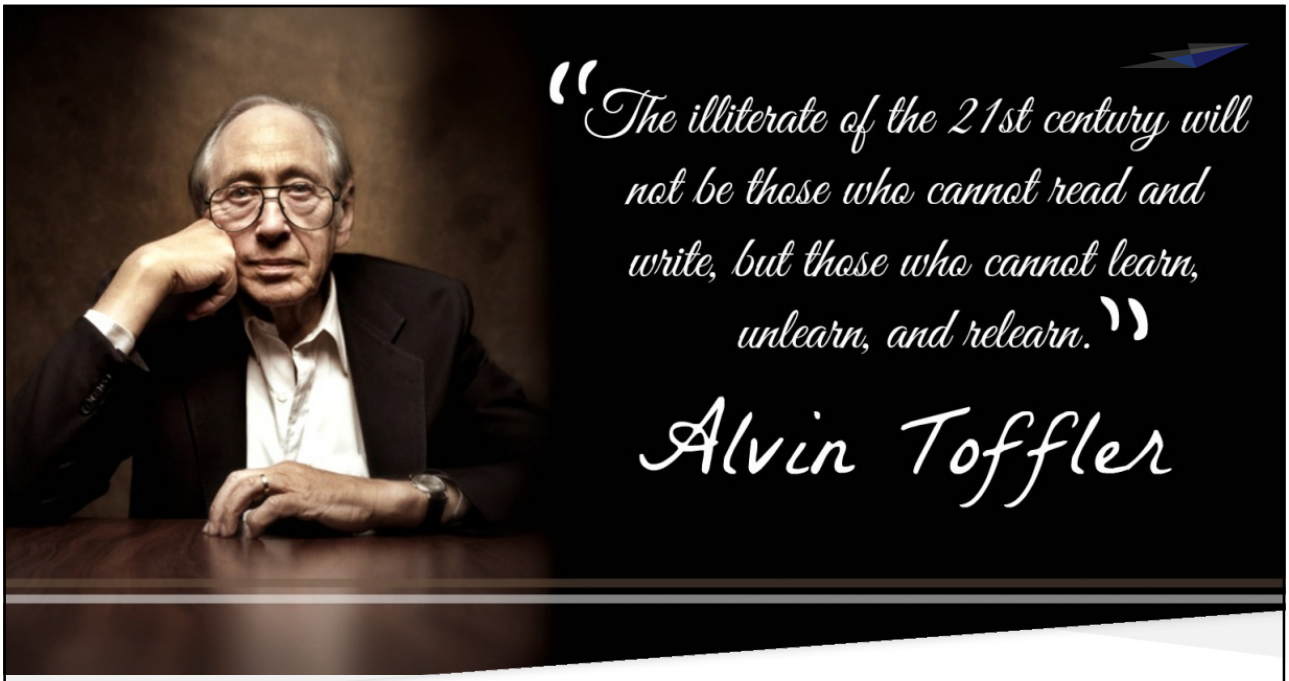

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Thank you!!!
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