

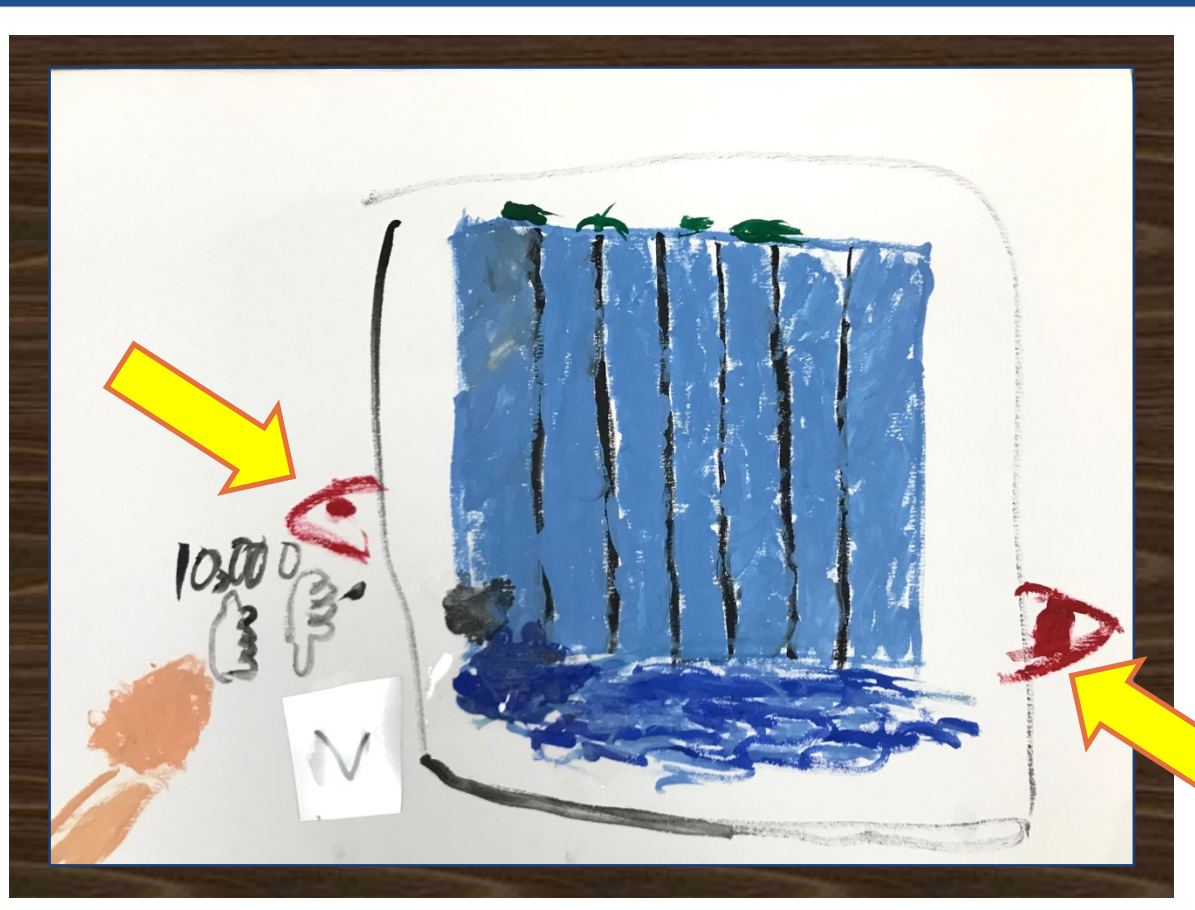
On Pilot Generational Difference and China Airlines ' Management Strategies

Capt. Lu, Stanley, Shi-Yen

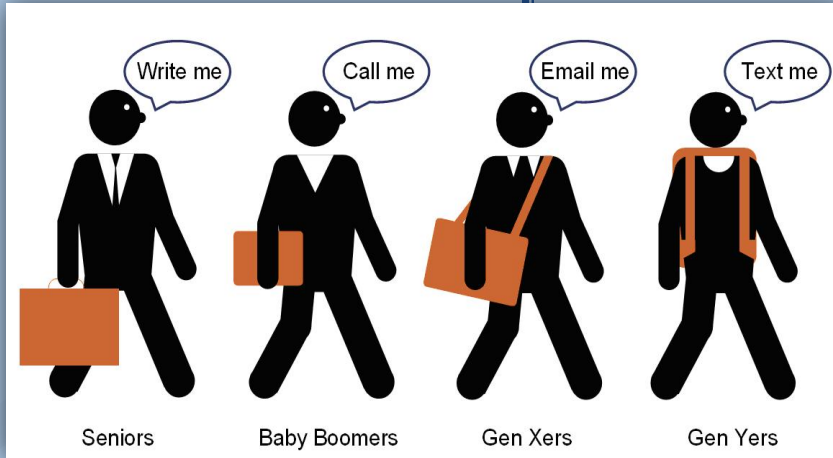
A330 IP / A330 Fleet Training Chief

China Airlines

My little girl
drew this...



What are the differences between Generations?



1946 - 1965: Baby Boomers

Aspiration

- Job security



Signature product

- Television



Communication media

- Telephone



Communication preference

- Face-to-face ideally, but telephone or e-mail if required

Learner Traits

- Lecture-oriented and personally-focused style
- To convince the Boomers, training material should be carefully researched, truth-based and logically presented.

1966 - 1977: Generation X

Aspiration

- Work-life balance



Signature product

- Personal Computer



Communication media

- E-mail and text message



Communication preference

- Text messaging or e-mail

Learner Traits

- Want to know why they learn; how this course will help them in the real world.
- FAQ's and "do and don't" can draw Gen X's attention.

1978-1995: Generation Y (Millennial)

Aspiration

- Freedom and flexibility



Signature product

- Tablet/Smart Phone



Communication media

- Text or social media



Communication preference

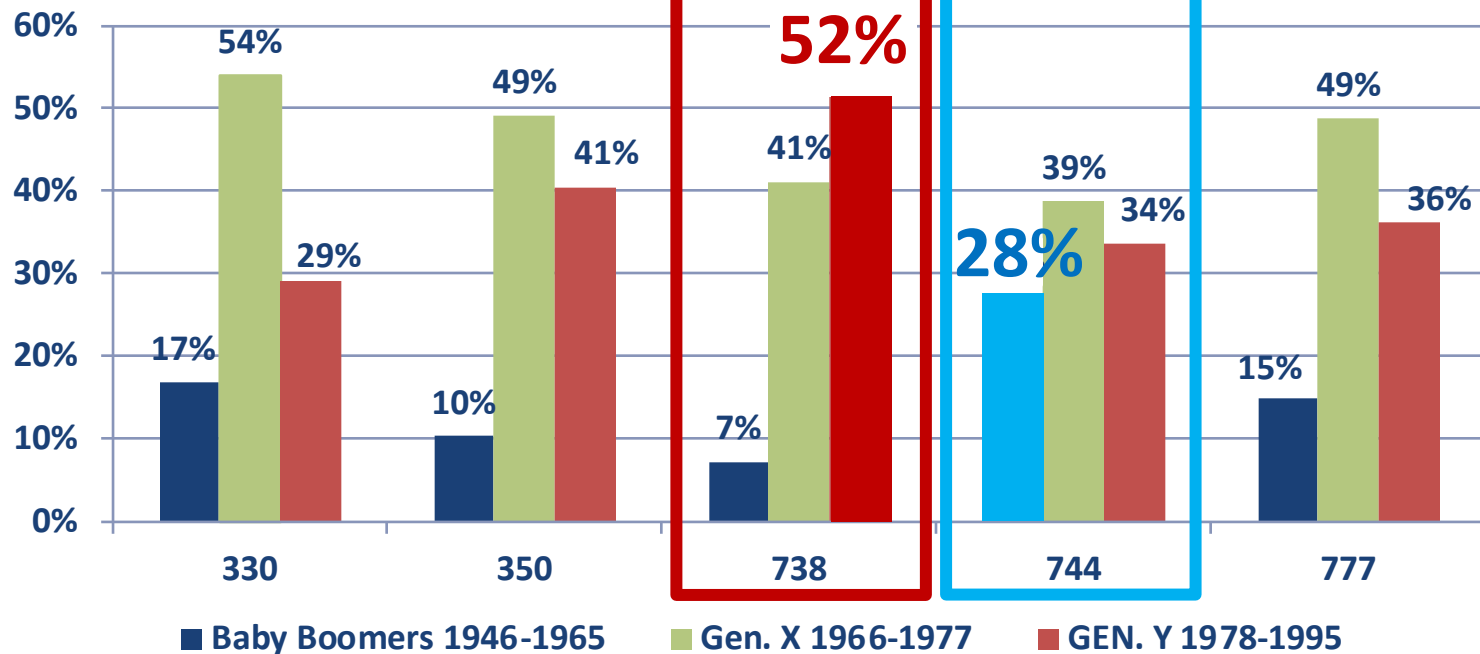
- Online and mobile (text messaging)

Learner Traits

- Short span of attention – visual learners
- Multi-media presentation
 - Films for important topic demonstration
 - Hyperlinks for newly introduced topics

Crew Generation Composition in China Airlines

Crew Generation Distribution by Fleet

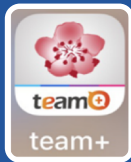


CAL's Management Strategies in Different Aspects

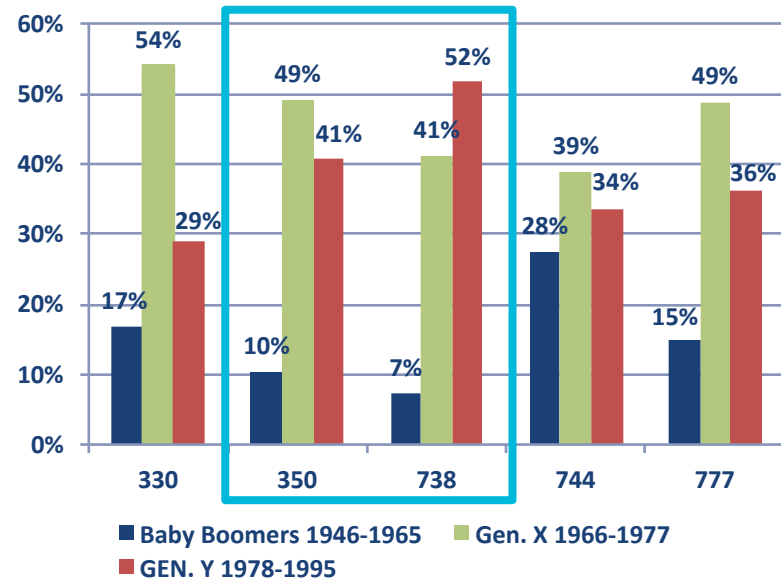
Strategies in Communication – Instant Com APP or Not?

- Different generations have their communication preferences.
- The fleet generation distribution affects how the information is disseminated.

TEAM+ is an CAL in-house developed APP.



- Gen Y are wired almost 24-7.
- Information announced via TEAM+ has a higher chance to reach Gen Y.
- Base on internal survey:
CAL Boeing 737 fleet (52 % Gen Y) and Airbus 350 fleet (41% Gen Y) have more active TEAM+ users than other fleets.



Multiple Channels for Communication

- Will be sent via official vehicles simultaneously
- Official bulletins (FOIs)
- Company e-mails (receipt is required)
- Phone calls

Information
mandatory to all
pilots



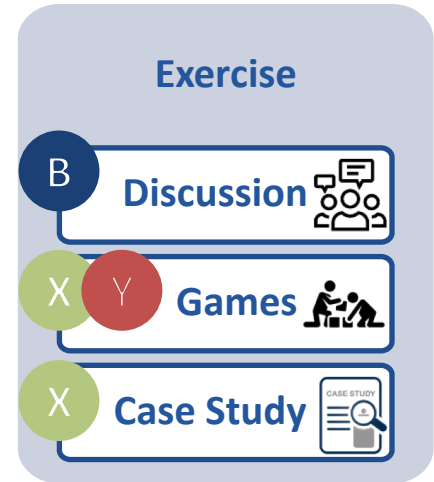
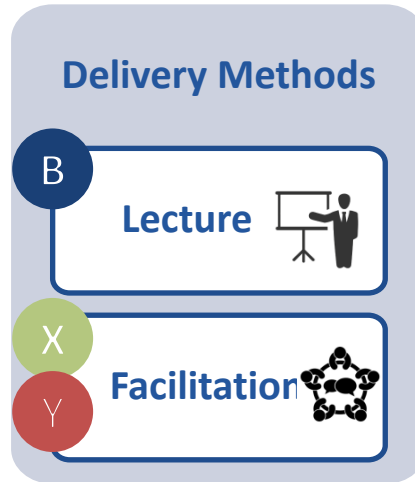
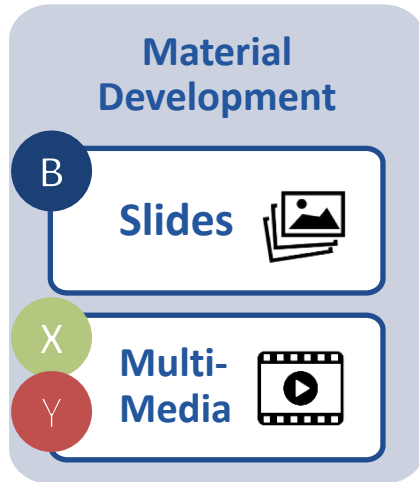
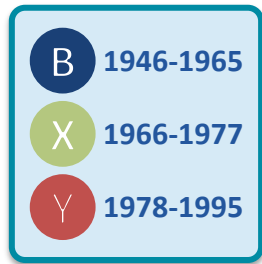
- Will be sent via e-mail (receipt is not required)
- TEAM+
- Other third-party APPs

Information
less important
or urgent



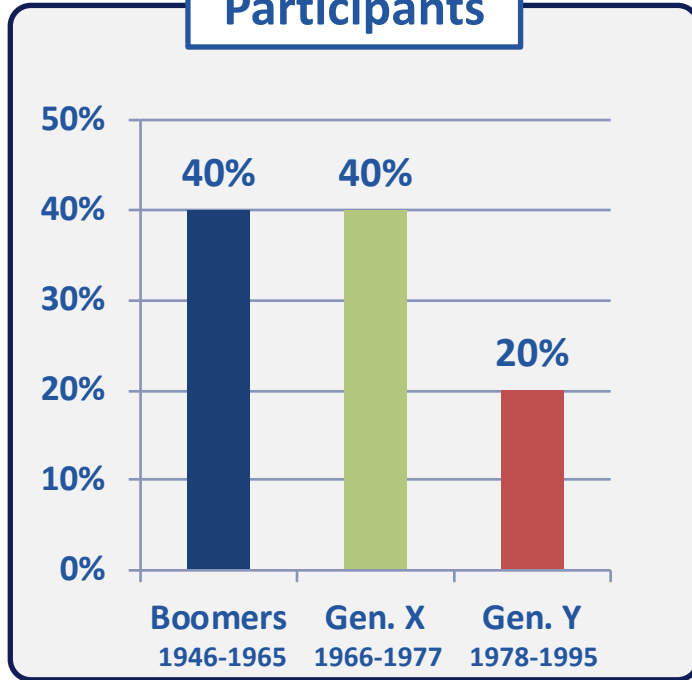
Strategies in Training – Classroom / De-Briefing

- Instructors need to recognize the generation gaps exist.
- Training material development and Delivery methods should accommodate generational differences.

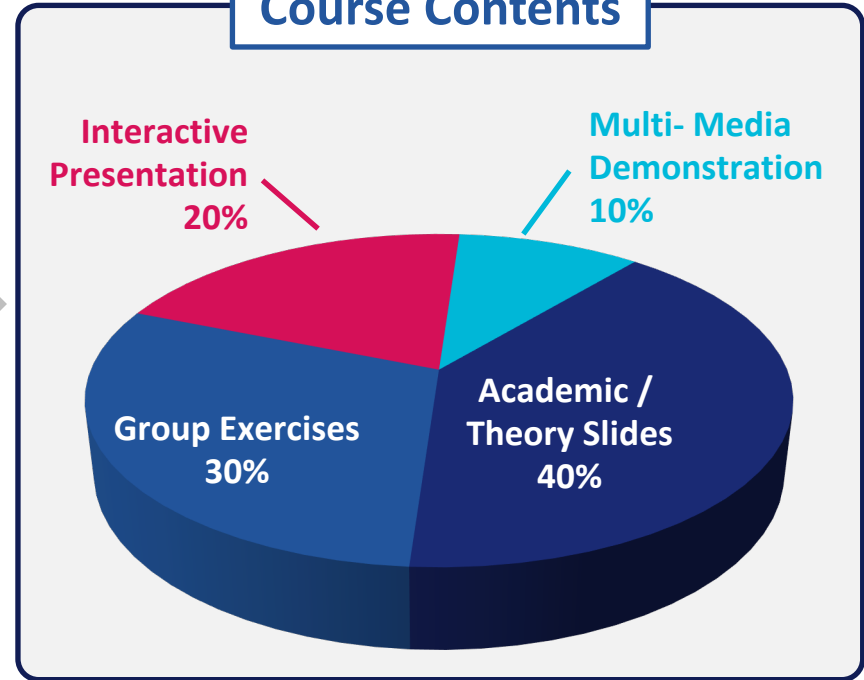


Example: Train the Trainer (TTT) Course

Participants



Course Contents



Strategies in Training – CBT (Computer Based Training)

- More considerations to accommodate multi-generations

Avoid excessive hyperlinks or fancy animation in the material

- Help the Boomers not to “GET LOST”

Add “One click to enlarge text” function

- For reading habit and deteriorating eye-sight of the boomers

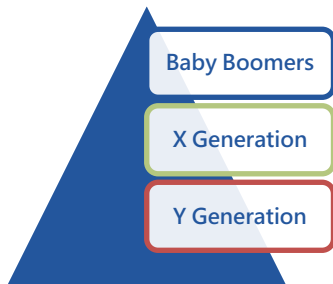
Forum function for exchanging information and real-time feedback

- Arouse interest of the X or Y generations.

Compatible with portable devices

- Allow the X and Y generation to access training material anywhere and everywhere

Recruiting of Management Pilots



Baby Boomers 1946-1965

- **Live to work**
- More willing to sacrifice personal life
- Prefer to be recognized by their input, expertise and title

X Generation 1966-1977

- **Work to live**
- Balance between work and life
- **Work flexibility**
 - Tailored roster
 - Deputy systems

Y Generation 1978-1995

- Work “with”, not work “for”
- Require even more work flexibility
- Prefer a work place with gadgets and high-tech products.

Guidelines to Bridge Generation Differences

Understand the generation composition of your group

Acknowledge and address the differences: BE OPEN-MINDED

Accommodate the differences in all aspects of work

Age test



What's the connection between these two objects?

What's Next?



Boomer 1946-1965 1966-1977 1978-1995



Z Gen.
1996~2015

CONCLUSIONS

What role should the Foundation consider in terms to further the state of understanding, awareness or implementation of the themes of this presentation?

1. Partner with airlines to construct a workshop concerning the up-coming generations.
2. Convene a group of experts around the world to participate in a tabletop exercise to take the understanding of next steps to a new level: what can we expect from the next generations as workforce, especially in aviation industry.
3. Approach IFALPA for examining this topic for follow-up analysis from pilot's view and possible further collaboration.

72nd annual

INTERNATIONAL AIR SAFETY SUMMIT

IASS 2019