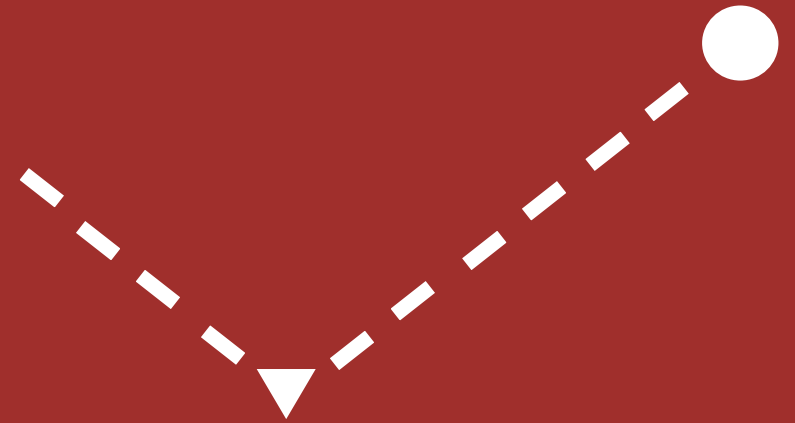




Resilience -  
bouncing back  
to normal



Ilona Podzigun

—

Capacity to  
recover quickly  
from difficulties  
and ability to  
bounce forward  
with new insight  
and learning





**Miami Air 293**  
NIP, 2019



**Pegasus 8622**  
TZX, 2018



**Ural Airlines 178**  
ZIA, 2019



**Emirates 521**  
DXB, 2016



# Operations

# Well-being

Duty

Min crew

Workload

Policies

Pax

Anxiety

Depression

Fear

Fatigue

Burn out



# Core components of resilience

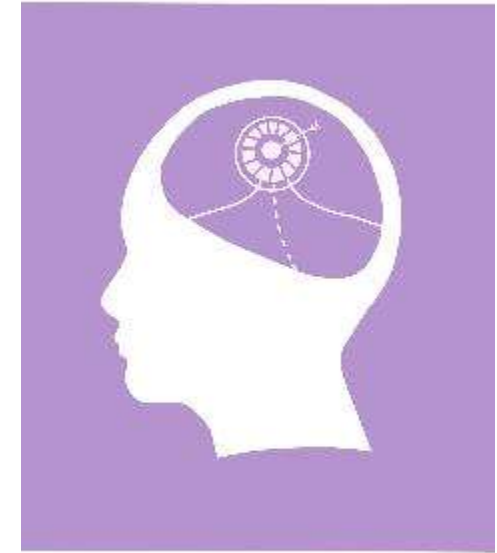
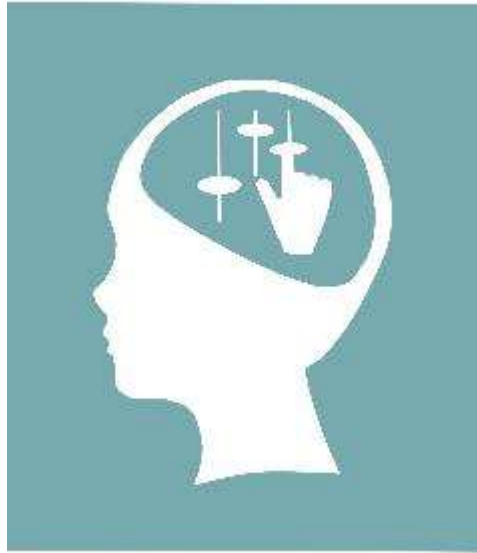
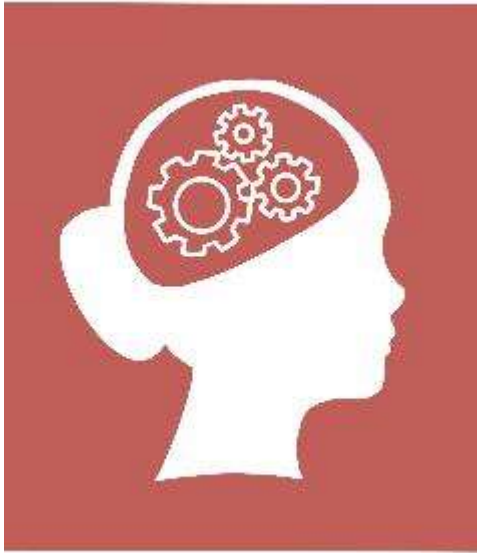
Self-  
control

Adaptability

Optimism

Self-  
sufficiency

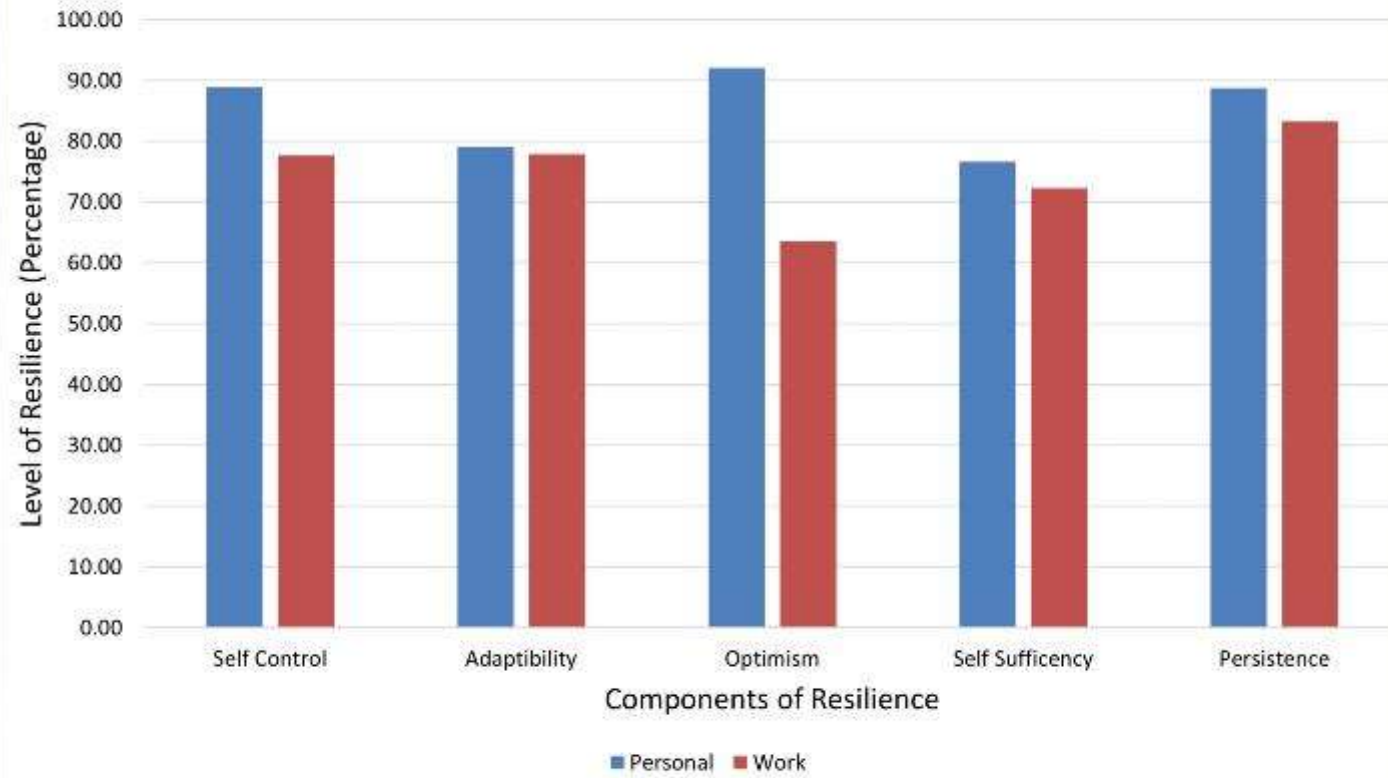
Persistence





# Perception of Resilience

Personal Situation vs Work Situation N=413



# Path to resilience

SOP's

Mental Health Talk

Case studies /  
Activities

- Promote resilience



# Evacuation exercise



## Flight Brief

- You are finishing a flight and the aircraft is coming into land;
- After touch down the aircraft is involved in an accident;



- As Cabin Crew you are required to manage the evacuation;
- During approach you have no indication that there is any abnormal situation.



### L3 (1)

There is a sign  
outside your  
visibility of  
around

### L4 (1)

You open your door and the  
slide automatically deploys.  
The slide is immediately blown  
up against the side of the  
aircraft.

L4

L5

R4

R5



# Galactic battle



WHAT IS DAR?

A DAR IS 10 WORS.

A WOR IS 5 MIRS.

HOW MANY MIRS ARE THERE IN AN HOUR?



# Empowering lesson

“In the face of adversity, we have a choice.

We can be **bitter**,  
or we can be **better**.

Those words are my North Star.”  
- C. Sullivan

