



Everyone has a  
different  
COVID-19 story

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But the end  
hasn't been  
written yet



# Wellbeing and Psychological Safety

What does it mean for leaders and managers in an organisation?

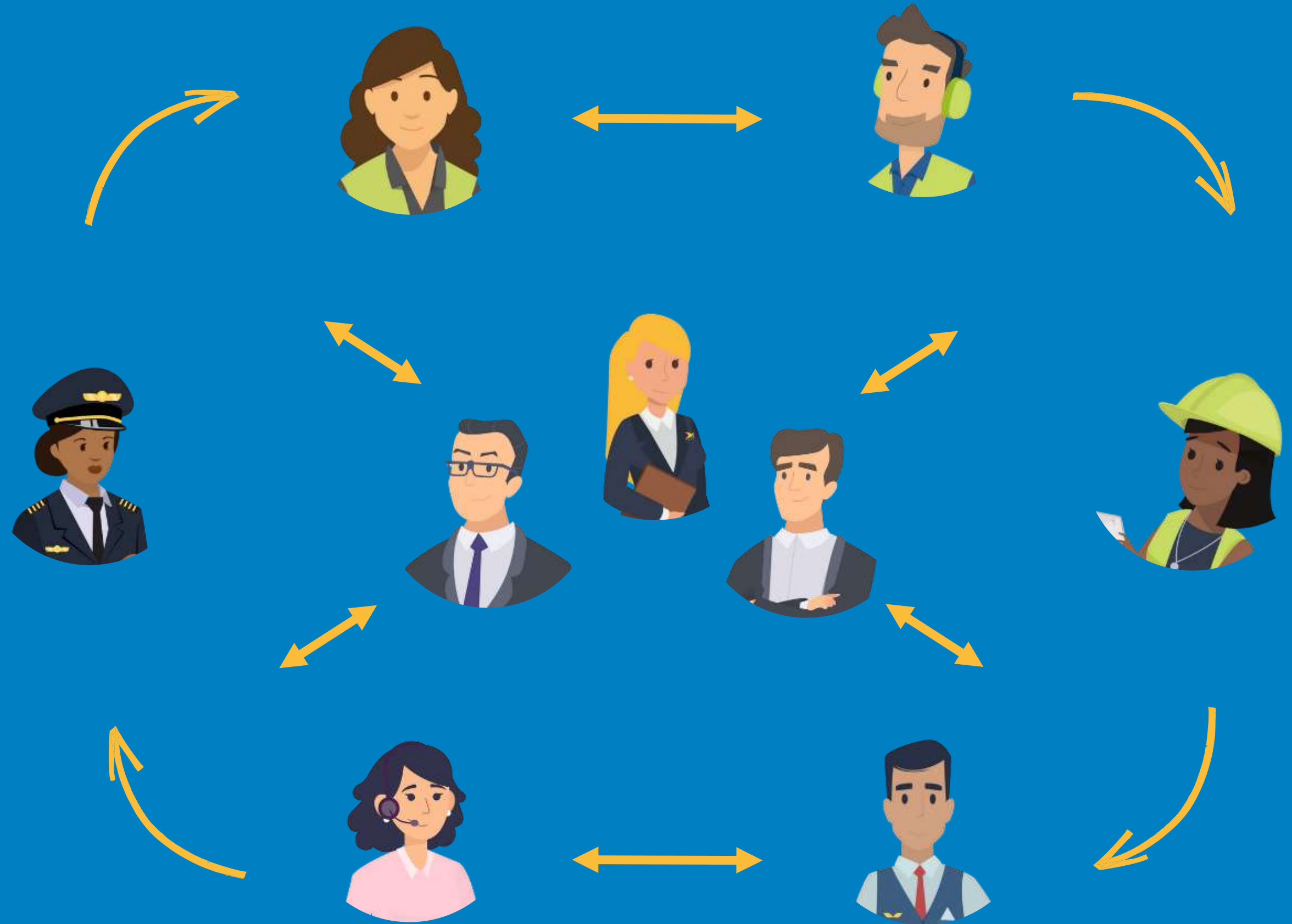
What does it mean for cabin crew as individuals?



# Coping with the Ramp-up Challenges

It's all about the  
Conversation

Opening up dialogue  
between Organisations,  
Leaders, Teams and  
Individuals



# What Can You Do?

## Think about Psychological Safety

- Consider how to manage psychological safety and its impact on human performance as part of every day operations

## Look after the Wellbeing of yourself and others

- Effective human performance (and our own sanity) relies on us thinking about our own Wellbeing and that of others that we work and interact with

## Engage in positive safety conversations

- Talk in your organisations, talk in your teams and even talk to yourself



Help the Story End Well

# Questions?



# Be Ready - Stay Safe: Cabin Crew 1

## 1 General

- Be flight ready (ID, passport with at least six months' validity, software updates to devices, check processes)
- Passengers will likely be worried to fly as well – show them empathy as you reassure and support them while gently and firmly making sure that health safety matters are implemented
- Never compromise on safety, do things right - follow recognised processes, procedures and practices. (Specifically focus on doors familiarisation)
- Use your organisation's reporting system and have open conversations about things that you are facing
- Be patient and understanding of colleagues, their rustiness/ fatigue and coming from different fleets/ airlines.
- Recognise and support crew who maybe adapting to a new and unusual working environment after a prolonged period away.

## 2 Pre-Departure

- Ensure that you have thorough pre-departure briefings and engage with all crew briefings.
- Ensure that you are mentally and physically prepared for the flight ahead.
- Ensure that you are familiar with the procedures. Some of the procedures might have changed since your last flight.
- Think about how you would handle specific situations (e.g. PED Fire, Passenger who Won't Wear a Mask etc).
- Have human performance issues at the front of your mind such as distraction or interruption and apply appropriate Human Factors coping strategies.



# Be Ready - Stay Safe: Cabin Crew 2

## 3 In-Flight

- Work together as a team to help and support each other throughout the flight.
- Support your colleagues mental and physical wellbeing from start to finish.
- Try to identify and deal with potentially disruptive passengers as early as possible.
- Set the example to passengers with health protocols such as mask wearing.

## 4 Approach/Landing

- Prepare the cabin for landing as early as possible.
- Give yourself time to perform a silent review on how you would perform in case of an emergency.

## 5 Post-Flight

- Take part in crew debriefs to see what lessons can be learned for future flights.
- Reflect on your own performance and think about what you could do better next time.

## 6 Layover

- Look after your own wellbeing during layovers - use the wellbeing coping strategies in the EASA Wellbeing Resource Hub.
- Look after colleagues to get through the situation together.