

# ELEVATING CABIN CREW TRAINING

Through Innovative Training Strategies

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A background image showing three women in a training environment. They are kneeling on a grey floor, practicing first aid on a mannequin. The woman on the left is wearing a grey hoodie and blue jeans, the woman in the middle is wearing a white hoodie, and the woman on the right is wearing a blue t-shirt. They are all focused on the task at hand. The text 'Challenges in Current Cabin Crew Training' is overlaid in the center in a large, bold, blue font.

# Challenges in Current Cabin Crew Training



# Common Issues

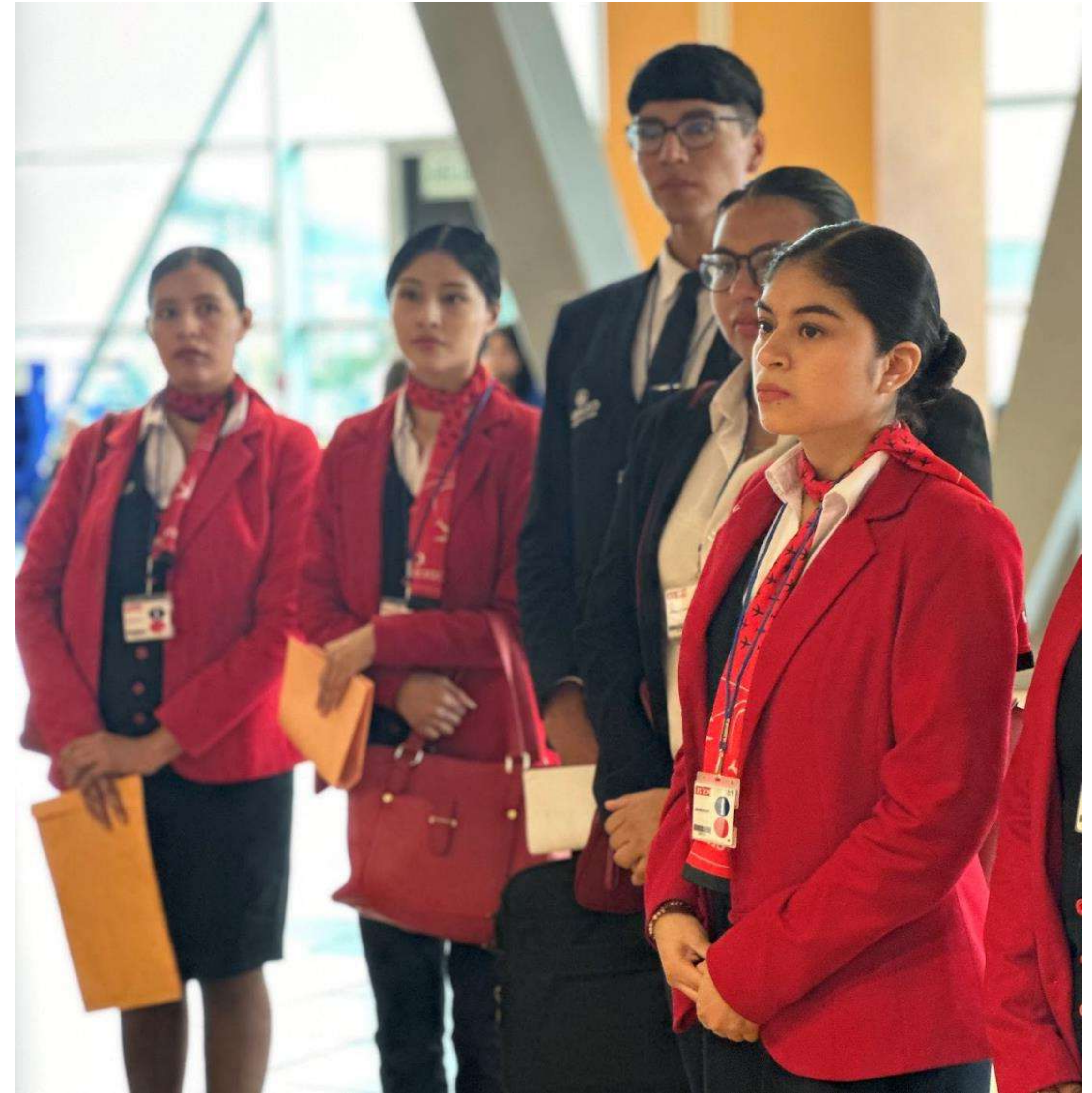
- Limited real-world scenario practice
- Emphasis on memorization over critical thinking and problem-solving
- Insufficient focus on soft skills (teamwork, communication, conflict resolution, etc.)
- **Difficulty adapting training to diverse learning styles**





# Potential Consequences

- Slower response times in emergencies
- Less effective handling of challenging passenger situations
- Reduced overall passenger experience





# Innovative Training Solutions



# Immersive Simulations

- Virtual reality (VR) and augmented reality (AR) scenarios for realistic emergency and service training
- Role-playing exercises with professional actors to practice difficult passenger interactions





# Enhanced Soft Skills Training

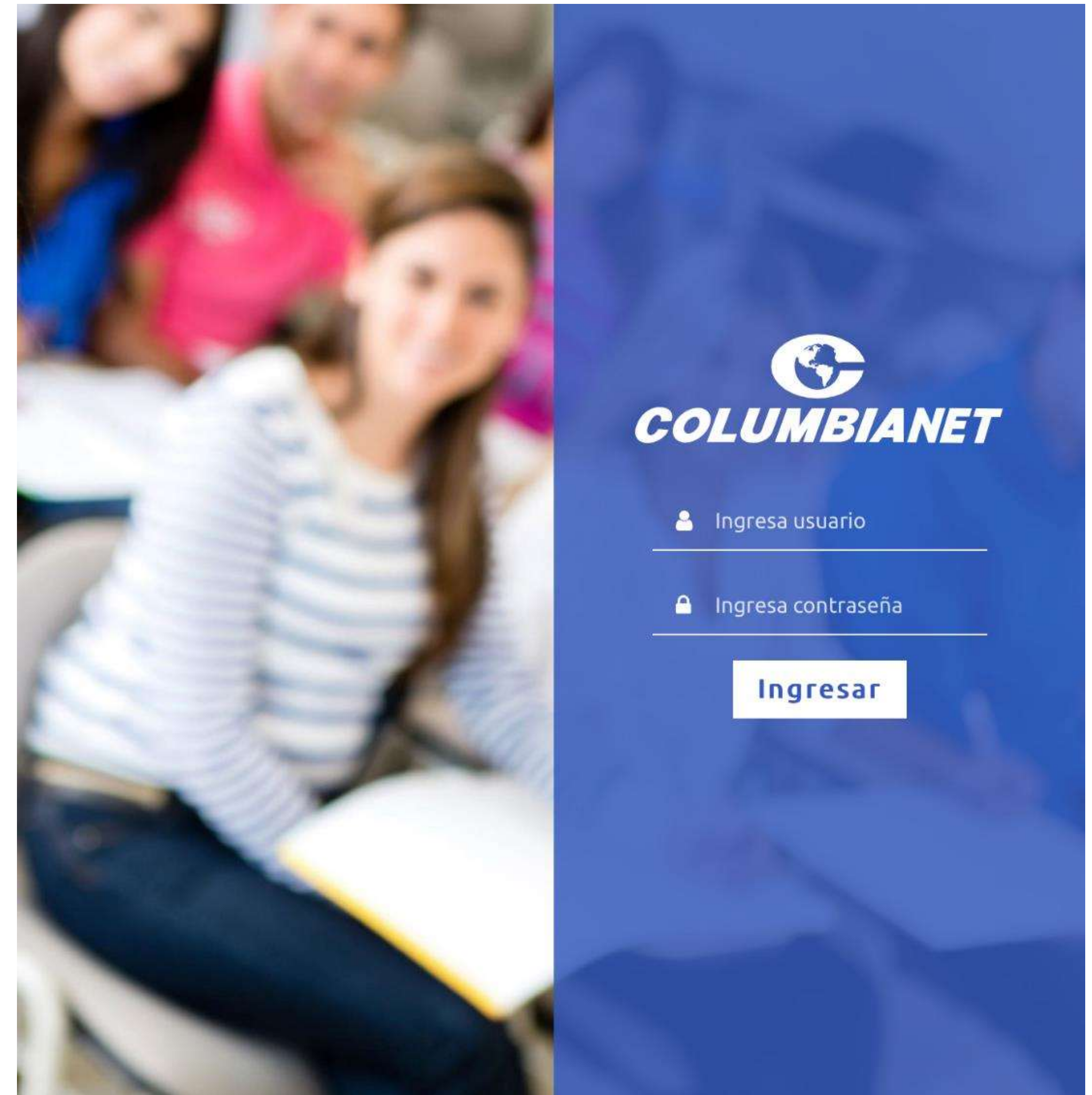
- Workshops and seminars focused on communication, empathy, and de-escalation techniques
- Personalized coaching for individual crew members to address specific weaknesses





# Adaptive Learning Platforms

- Online modules that cater to different learning styles (visual, auditory, kinesthetic)
- Progress tracking and personalized feedback to ensure continuous improvement





# Cross-Departmental Collaboration

- Joint training exercises with pilots, ground staff, and other departments to foster better teamwork and communication







# Implementation and Evaluation



# Phased Implementation

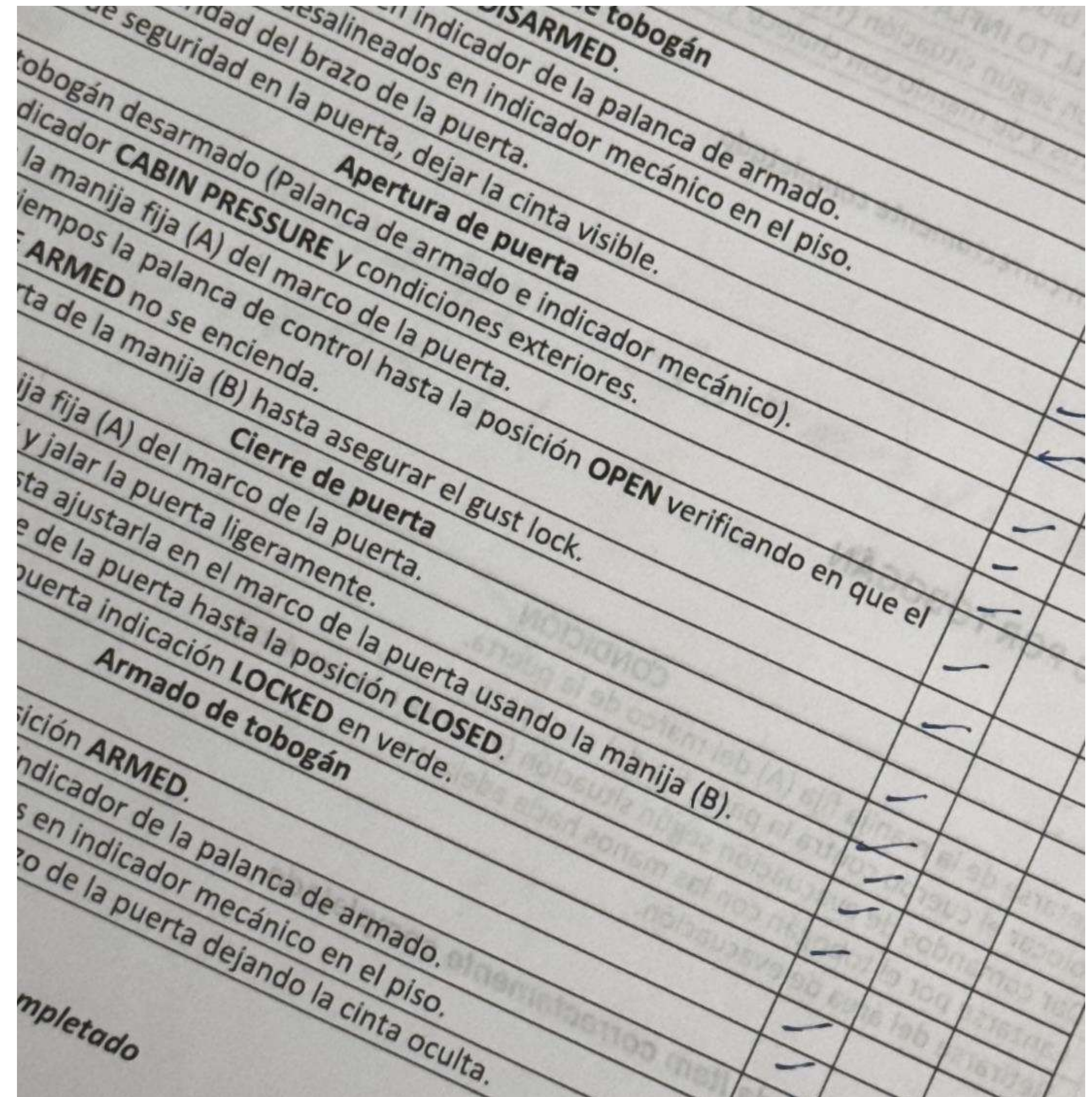
- Gradually introduce new training methods to avoid disruption and gather feedback
- Begin with foundational VR scenarios, then progressively incorporate more challenging ones and finally include AR elements





# Evaluation Metrics

- Performance in simulated scenarios
- Satisfaction surveys
- Crew member feedback
- Incident reports and debriefings
- **Calibrate your team!**





# Continuous Improvement

- Leverage both evaluation results and operational data to regularly assess and refine training programs, ensuring they remain relevant and impactful.





# Thank you!

