

LEARNING EFFECT?

COMPETENCE BASED
TRAINING?

TRAINING THE NEXT GENERATION

– *“Not just a Tick Mark”*

SIMULATIONS?

● Scenario-Based Training in the
Classroom Training Environment

BY

SØREN SEINDAL AGNER
AEROTEAM Training Solutions

ASSESSMENT OF SKILLS

Agenda: A Short Introduction

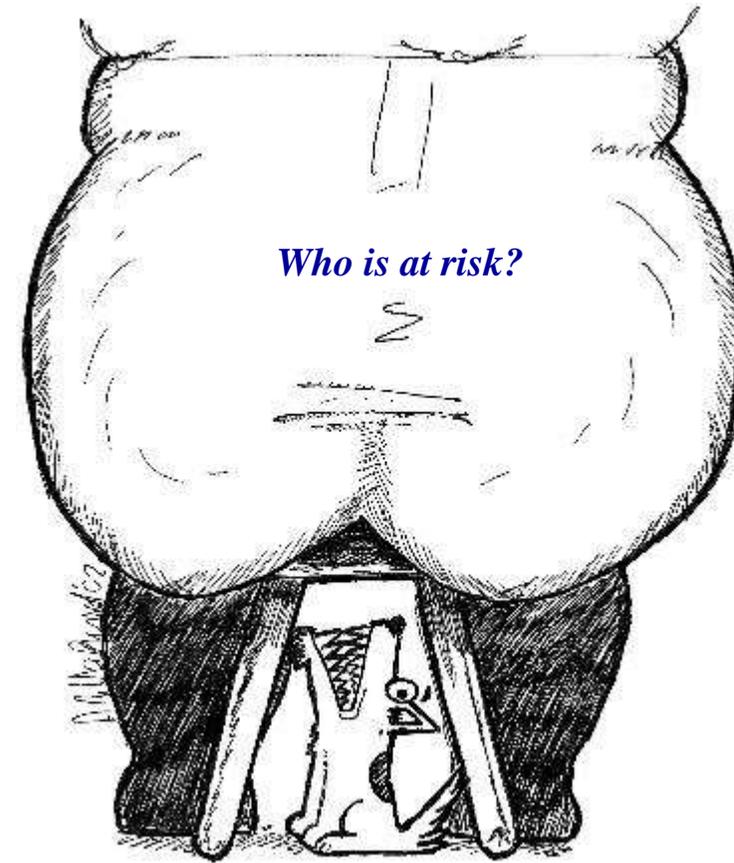
Active Learning

Scenario-Based Training

Assessments

Benefits

- **Understanding the nature and extent of error or risk**
- **Changing the conditions that induce the error**
- **Determining the behaviours that prevent or mitigate error**



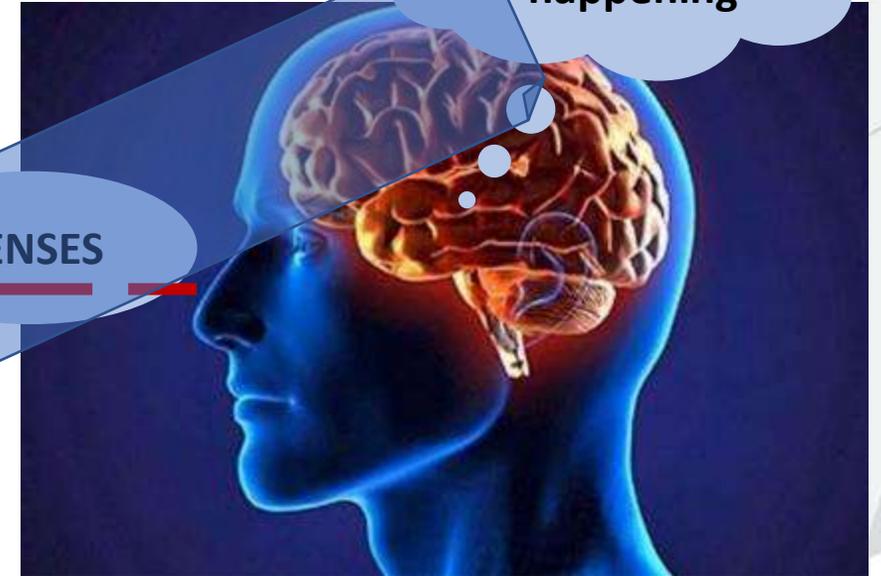
What is really happening

What are Human Factors

What I think is really happening



REALITY



PERCEPTION OF REALITY

COMMUNICATION

SENSES

SITUATIONAL AWARENESS

INFORMATION PROCESSING

UNDERSTANDING

STARTLE EFFECT

RESILIENCE

STRESS

ASSERTIVENESS

TEAMWORK

We make decisions based on our PERCEPTION of Reality

TRAINING of SKILLS



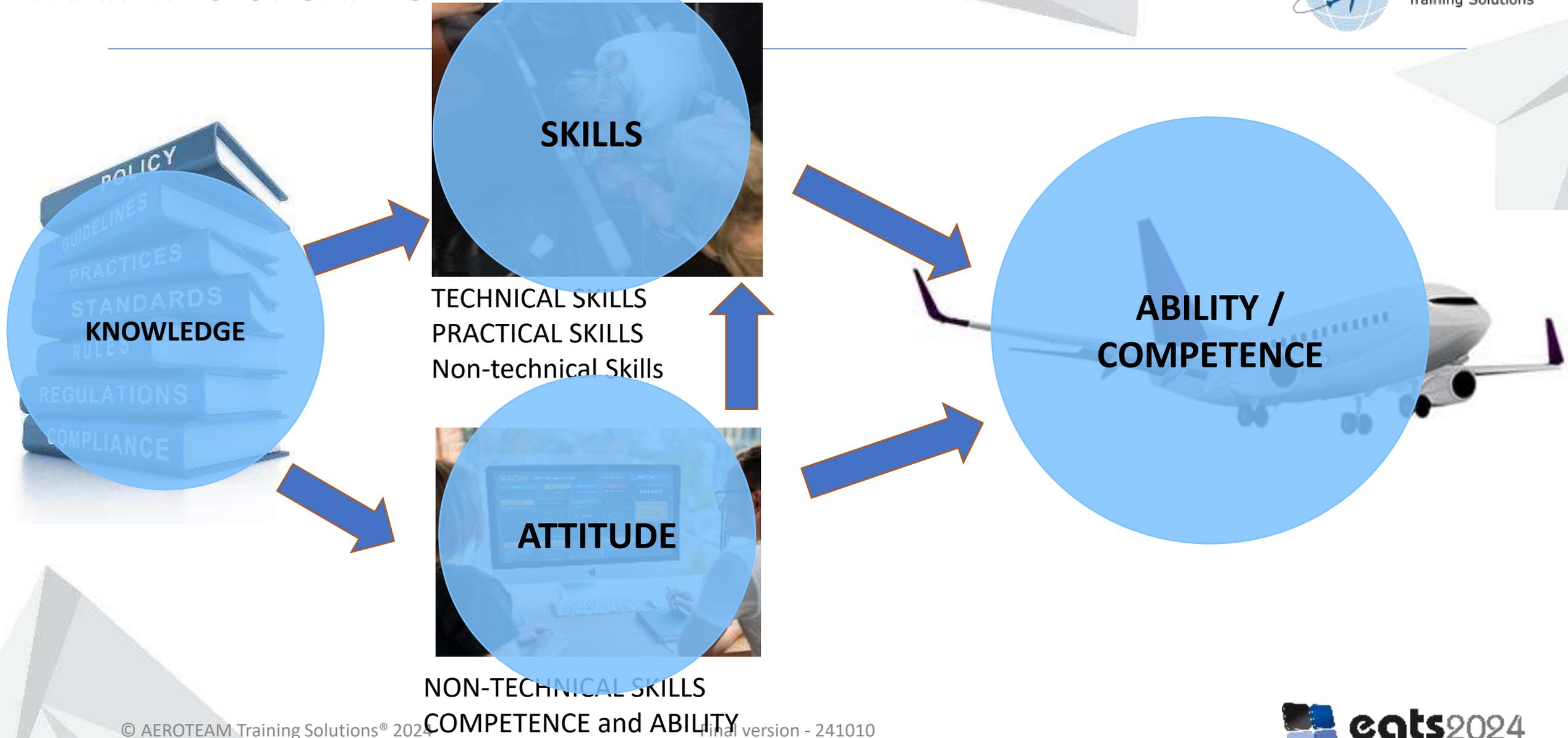
TECHNICAL SKILLS
PRACTICAL SKILLS
Non-technical Skills



NON-TECHNICAL SKILLS
COMPETENCE and ABILITY



TRAINING of SKILLS





*“Tell me and I forget,
teach me and I may
remember,
involve me and I learn”*

- Benjamin Franklin

INTERACTIVE LEARNING of SKILLS

- ✈ Learning by Doing in a Simulated Reality
- ✈ It is **SAFE** and there is **No Inherent Risks**
- ✈ Individual learning of Skills
 - in a dynamic social environment
- ✈ Observation of Behaviours
- ✈ Easy Assessment of Non-Technical Skills



FACILITATION – HOW DOES IT WORK?



- Realistic Training Scenarios →
- Dilemmas to Create Discussions
- Give a few solutions – All plausible for discussions
- Highlight Possible Consequences
- Define Focus Areas

CREW SELECTION



Walther Harrison

Title: Pilot Age: 44

Walther is very experienced after 10 years as a fighter pilot in the Royal Airforce in the UK followed by seven years as commercial pilot. Never in doubt and calm as a rock. Rumor says that he once crashed a jet fighter during training in the US.

MáyÚg 1.0 crewmember 1



Joan Lindström

Title: CA1 / CA Age: 42

Joan is a very experienced stewardess and usually in the role as purser. She does not like too much small talk and apparently has no humor.

MáyÚg 1.0 crewmember 3

Stressed CA 2

Check-in 1.1

One crew member is stressed due to a traffic accident she witnessed the same morning.

- A: Let her off duty and wait for a standby CA*
- B: Ask her to forget what she saw and go to work.*

Default: Flying with three CA's is acceptable.

SPU-CPH

Mayday 2.0 event card no 2

Drunk Passenger 1

Boarding 3.2

A big man has difficulties keeping his balance on his way to the gate. He seems polite, although he is very drunk.

- A: Deny boarding.*

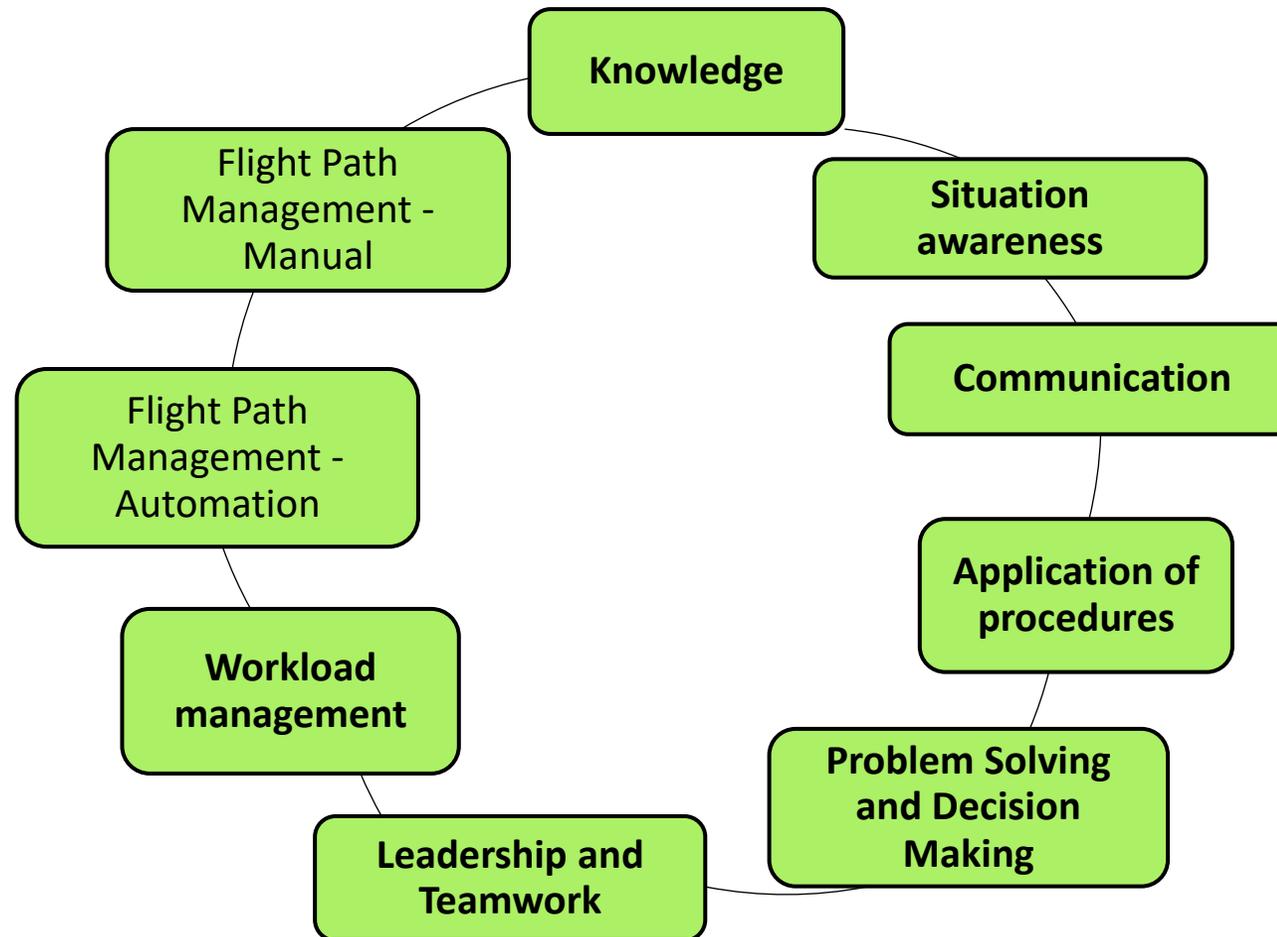
Default: Allow boarding.

PMI-LHR

Mayday 1.1 event card no 13

9 CORE Competencies

ICAO EBT Doc 9995



ANALOQUE or DIGITAL?



BONUS: Assessment of Non-technical Skills by focussing on observable behaviours

ASSESSMENTS



Non-Technical Skills Categories

TEAMWORK

LEADERSHIP & MANAGERIAL SKILLS

SOCIAL SKILLS



COMMUNICATION

WORKLOAD
MANAGEMENT

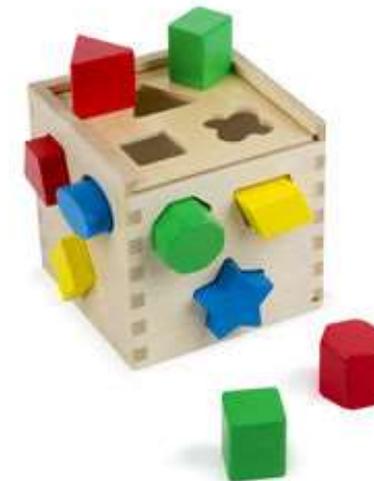
THREAT & ERROR
MANAGEMENT



SITUATIONAL AWARENESS

DECISION MAKING SKILLS

COGNITIVE SKILLS





FORMATIVE ASSESSMENT

- ***Help students*** identify their strengths and weaknesses and target areas that need work
- ***Help faculty (Instructors)*** recognize where students are struggling and address problems immediately and improve the training

SUMMATIVE ASSESSMENT

- ***Evaluate student learning*** at the end of an instructional unit by comparing against some standards or benchmark.



ASSESSMENTS in Practice

- It is behaviours that are observable and not the actual skills!
- Instructor knowledge of the NOTECHs Observable Behavioural markers is essential!
- Definition of effective Human factor behaviour is visible to the crew
 - Helps staff to compare own performance
- You ***MUST*** be ***OBJECTIVE*** in your assessment



OBJECTIVE versus SUBJECTIVE



OBJECTIVE	SUBJECTIVE
OBJECTIVE information is FACTUAL information based on OBSERVATIONS and MEASUREMENTS	SUBJECTIVE information is anything that is based on PERSONAL OPINIONS, JUDGMENT, FEELINGS, or POINTS of VIEW
VERIFIED with EVIDENCE	CANNOT be PROVED by EVIDENCE
UN-BIASED	BIASED
DOES NOT CHANGE	CHANGES depending on different PEOPLE

Benefits

- Engaging and motivating training
- Very high Learning Effect
- Assessment of non-technical skills in the classroom
- Value for money
 - High Return of Investment – also for the company



*“Education is NOT the learning of facts,
It is the training of the mind to THINK!”*

Albert Einstein

WHO WAS THIS GUY?

Søren Seindal Agner, CEO – AEROTEAM Training Solutions®

- ✈️ Tour Guide, Cabin Crew, Operations
- ✈️ Pilot
 - ✈️ Danish Air Transport (Short 7)
 - ✈️ Scandinavian Airlines (MD 80)
- ✈️ Ground Instructor – ATPL
- ✈️ CRM and Human Factors Trainer / Examiner
- ✈️ Multi Crew Course Instructor (MCCI)
- ✈️ Training Manager EASA Part 147
- ✈️ Member of The Danish Flight Safety Council since 2010
 - ✈️ Position – Human Factors in Civil Aviation
- ✈️ INVENTOR of the MAYDAY Training Concept



PLEASE REMEMBER

ESSENTIALS OF RISK MANAGEMENT:

1. DON'T DO ANYTHING WRONG TODAY.
2. DON'T DO ANYTHING WRONG TOMORROW.
3. REPEAT.



Complex Discovery
GLASBERGEN

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Søren Seindal Agner
CEO
AEROTEAM Training Solutions®

P: +45 7950 8085
C: +45 2032 3676
ssa@aeroteam.dk

WWW.AEROTEAM.DK

THANK YOU FOR YOUR ATTENTION