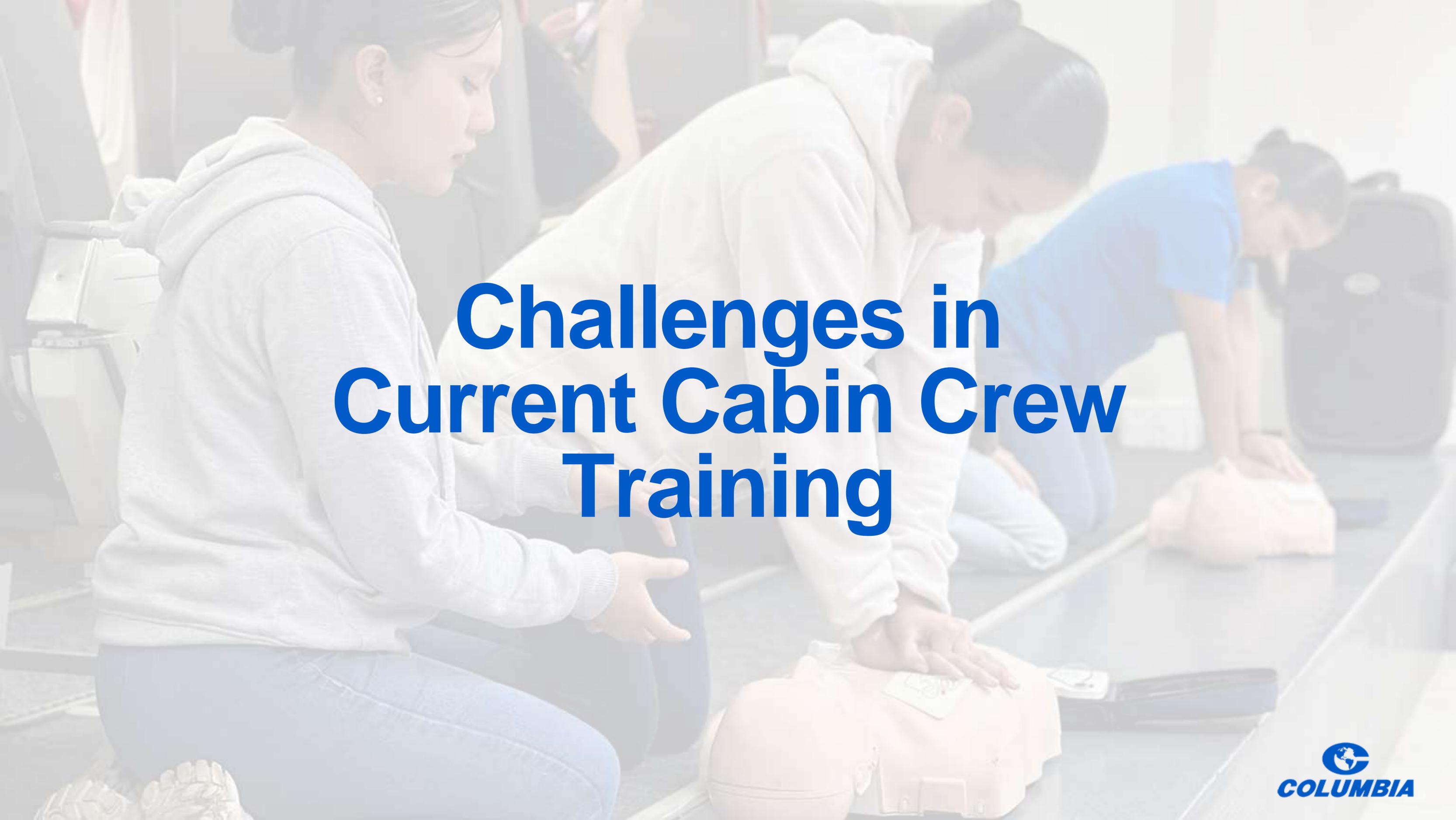


ELEVATING CABIN CREW TRAINING

Through Innovative Training Strategies

Victor A. Potesta, Head of Commercial Aviation Program
Columbia Institute - Lima, Perú



A group of people, including a woman in a grey hoodie and another in a white hoodie, are kneeling on a grey floor in a training room. They are practicing CPR on a mannequin lying on the floor. A woman in a blue shirt is also kneeling nearby, looking down at the mannequin. The room has a white wall and a black bag is visible in the background.

Challenges in Current Cabin Crew Training

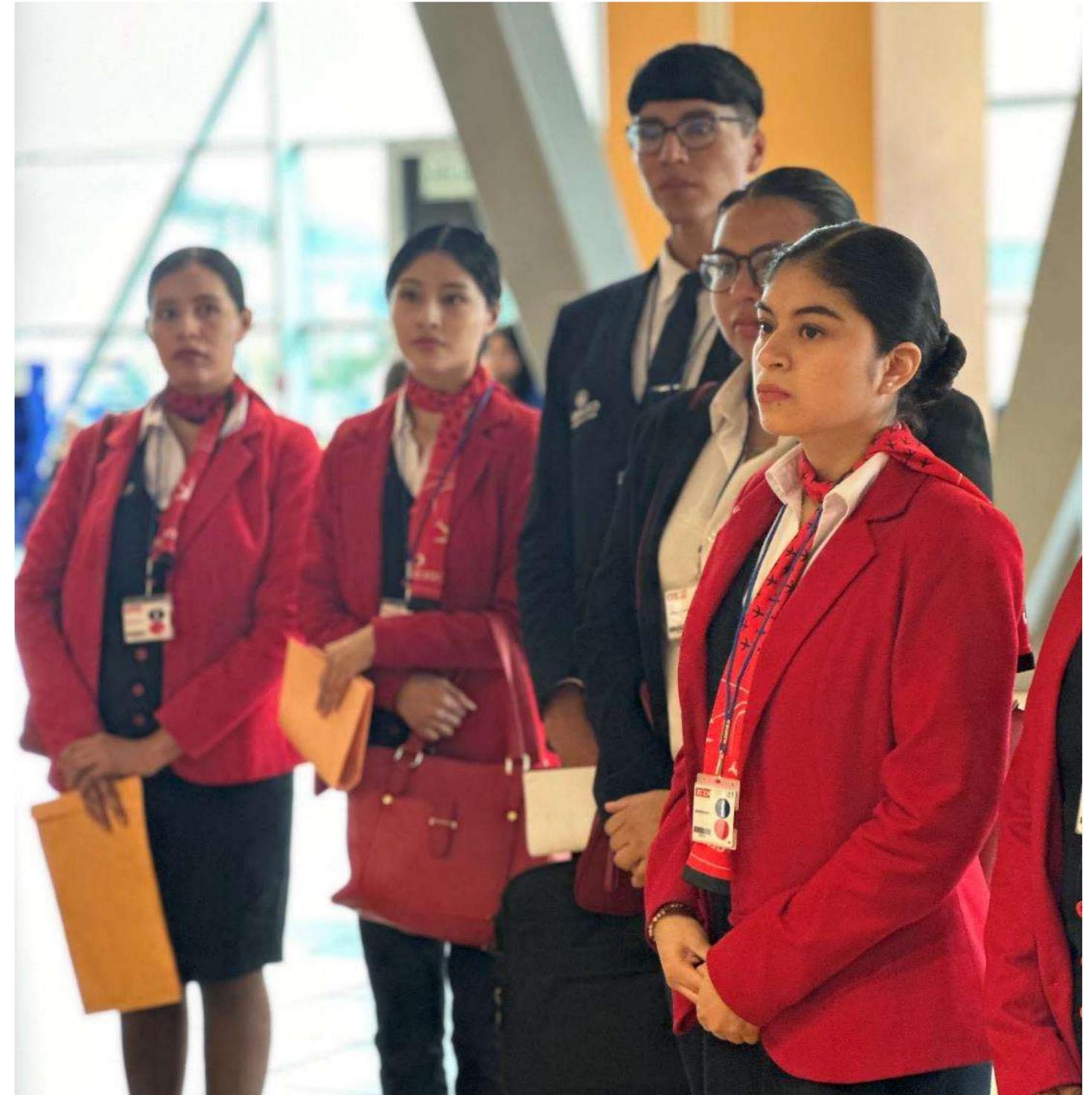
Common Issues

- 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



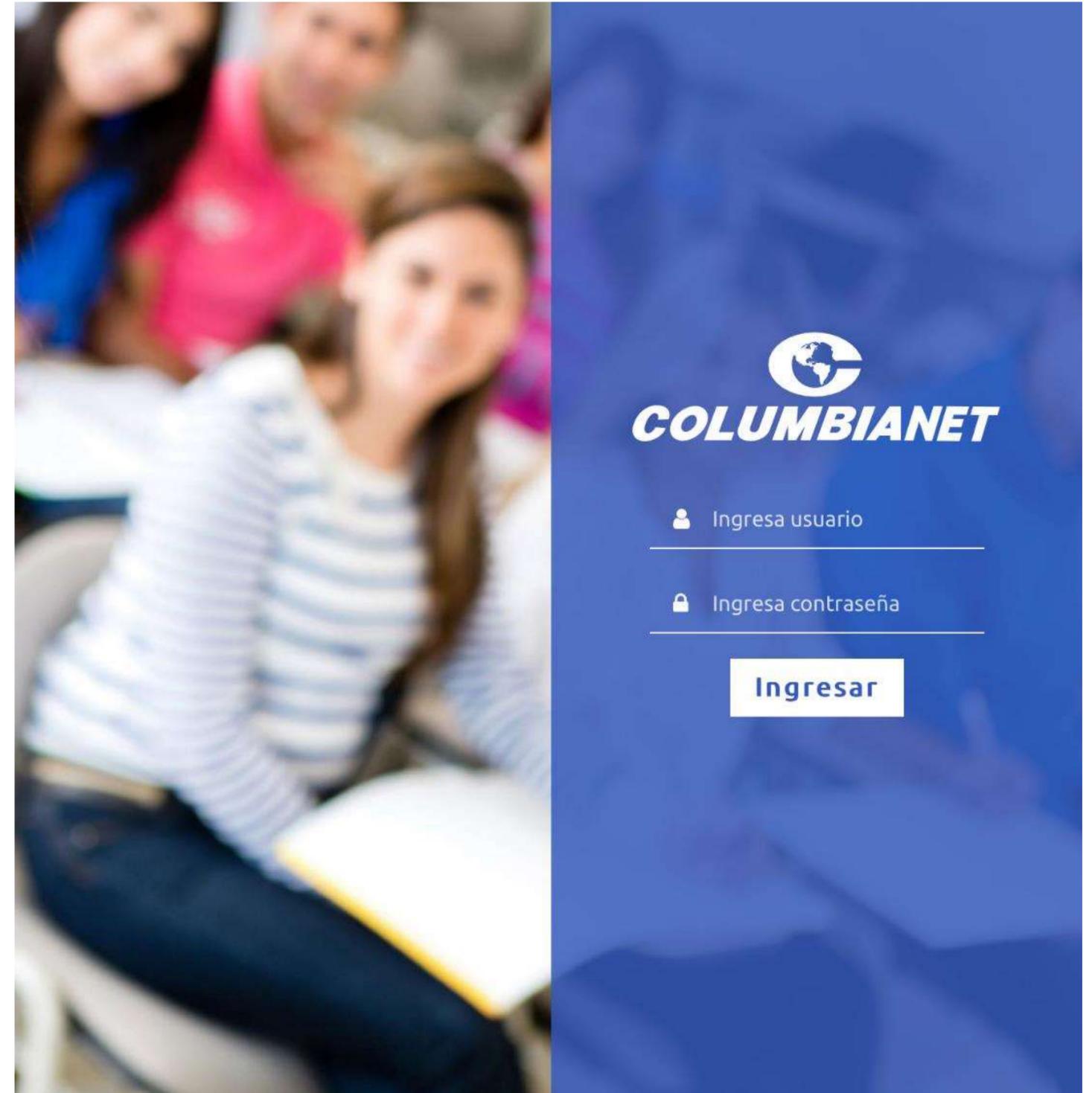
Enhanced Soft Skills Training

- 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

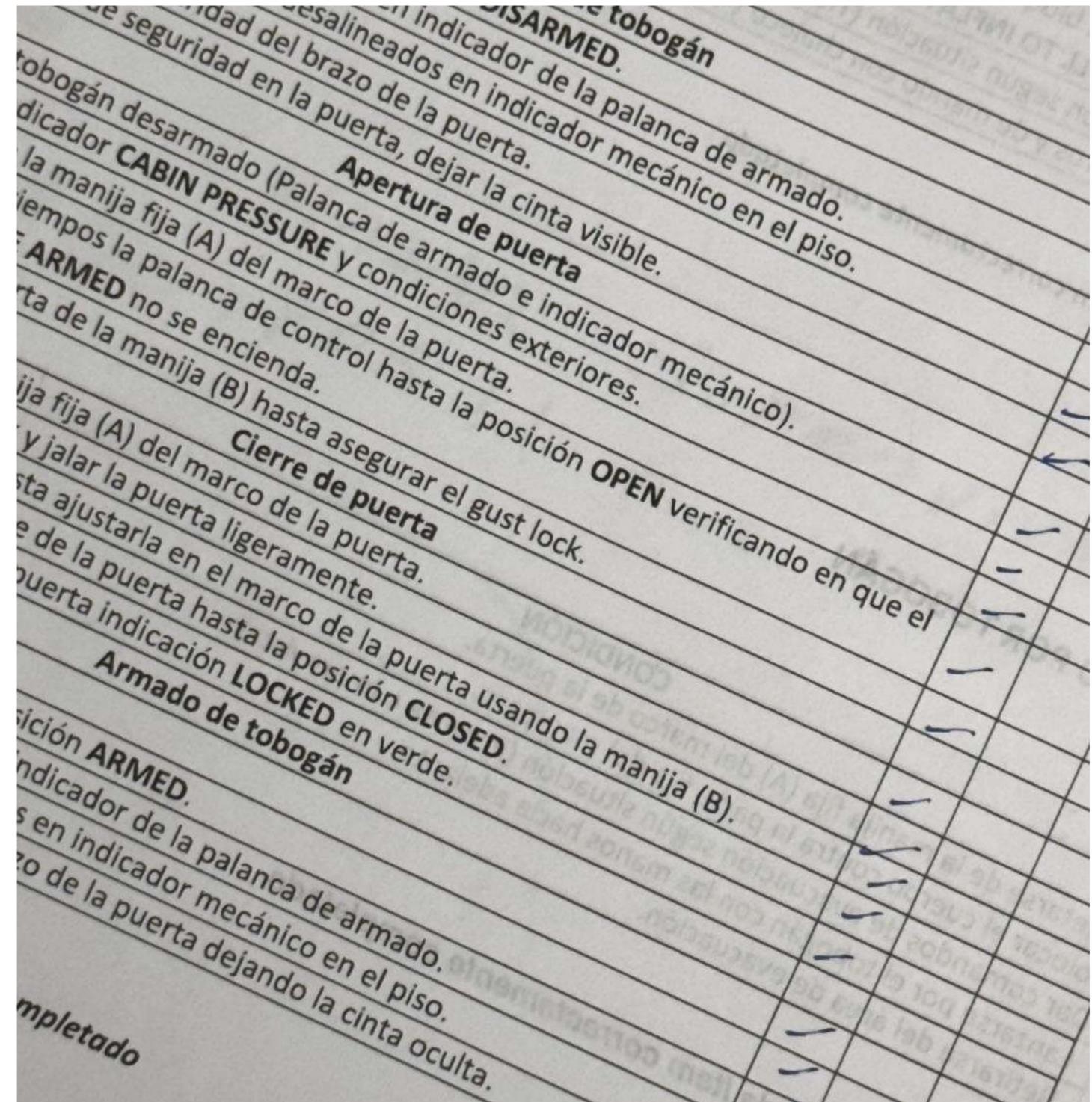
Phased Implementation

- 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!**

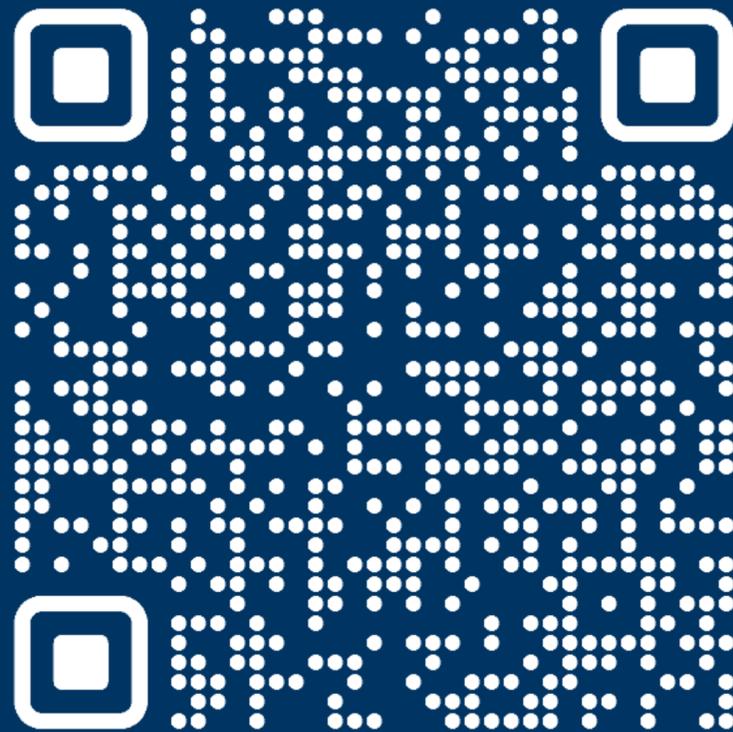


Continuous Improvement

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



Thank you!



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