TRAIN THE TRAINER

EVA AIRWAYS' JOURNEY TO EBT IMPLEMENTATION
EVA AIRWAYS AT A GLANCE

- FOUNDED IN 1990
- 62 DESTINATIONS
- MEMBER OF STAR ALLIANCE
- 76 AIRCRAFT 28 ON ORDER
EVA AIRWAYS JOURNEY TO EBT

- IMPLEMENTATION DATE
- CORE TEAM MEMBER SELECTION
- CORE TEAM TRAINING
- CHALLENGES
EVA EBT TTT FORMAT

- CRM CORE BASED
- ATTITUDE TRAINING
- NEW TRICKS?
- PRACTICES
- FACILITATION SKILLS
EVA EBT/CRM CORE

Risks
Emotions
Technology
Psychomotor
A/C Systems
Errors
Physiology

Manager

Information
Communication
Awareness
Workload
NEW GRADING METHODS

• FROM PASS FAIL TO 5 POINT GRADING SCALE
• SETTING THE BAR
• CONNECTING OLD TO NEW
• WHAT ARE WE LOOKING FOR?
• “NO MORE” PROGRESS
IRR, A CONSTANT BATTLE

• CRITICAL FOR SUCCESS OF EBT PROGRAM
• CONSTANT CHALLENGE
• COMMON BIAS
DEBRIEFING, ROAD TO FACILITATION

- **REPLAY**
- **RECONSTRUCT**
- **REFLECT**
- **REDIRECT**

![Image of a group of people in orange suits, possibly from a movie scene.](image-url)
EVA EBT/CRM CORE

Manager

- Risks
- Emotions
- Threats
- Technology
- Information
- Psychomotor
- Communication
- A/C Systems
- Awareness
- Errors
- Workload
- Physiology
FACILITATION TECHNIQUES

TRAINING POINTS → KEYWORD(S) → OPEN QUESTIONS

EMOTION MANAGEMENT

BIO-FEEDBACK

HOW DID YOU OVERCOME YOUR NERVOUSNESS IN THE SIMULATOR?
## EVA CRM KEYWORDS

<table>
<thead>
<tr>
<th>CRM COMPETENCY</th>
<th>KEYWORD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Situational Awareness</td>
<td>NUTA (Notice Understand Think Ahead)</td>
</tr>
<tr>
<td>Workload Management</td>
<td>Prioritize, Delegate, No Multi-Tasking</td>
</tr>
<tr>
<td>Error Management</td>
<td>ATR (Avoid, Trap, Recover)</td>
</tr>
<tr>
<td>Threat Management</td>
<td>IDS (Identify, Decide what to do, Share your plan)</td>
</tr>
<tr>
<td>Communication</td>
<td>Message is Received as Intended, Feedback</td>
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<tr>
<td>Risk Management</td>
<td>Calculated Risk, Threat vs Hazard</td>
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## EVA CRM KEYWORDS

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<th>CRM COMPETENCY</th>
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<tr>
<td>Emotions</td>
<td>Emotion Management (Count the color, Breathing techniques, Bio-feedback, Self-talk)</td>
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<tr>
<td>Information</td>
<td>Conflict Resolution, Assertiveness, Collaborate</td>
</tr>
<tr>
<td>System and Technology</td>
<td>Black Swan Event, Management Skill/Pilot Resilience</td>
</tr>
<tr>
<td>Physiology</td>
<td>Sleep Management, Improving Physiological State</td>
</tr>
<tr>
<td>Psychomotor</td>
<td>Memory, Attention Management (Focused, Sustained, Selective, Divided)</td>
</tr>
</tbody>
</table>
CONCLUSION

• COMPETENCY BASED TRAINING IS THE FUTURE
• CONNECTING OLD AND NEW
• CHALLENGES