

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

EBT
ACCEPTED
HERE

EVA EBT TTT FORMAT

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



EVA EBT/CRM CORE



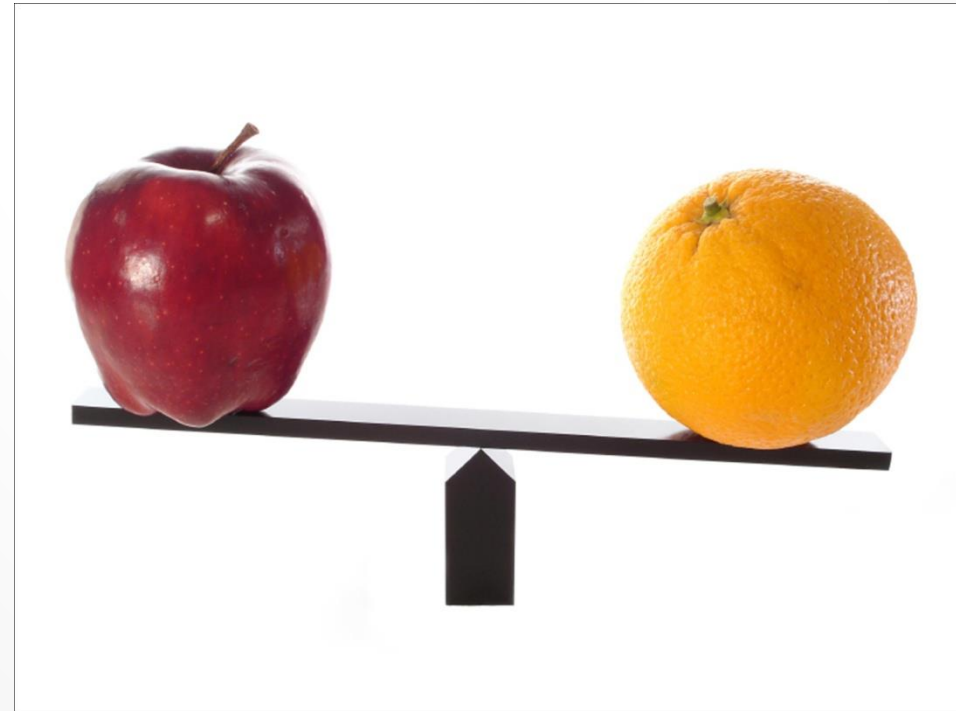
NEW GRADING METHODS

- 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

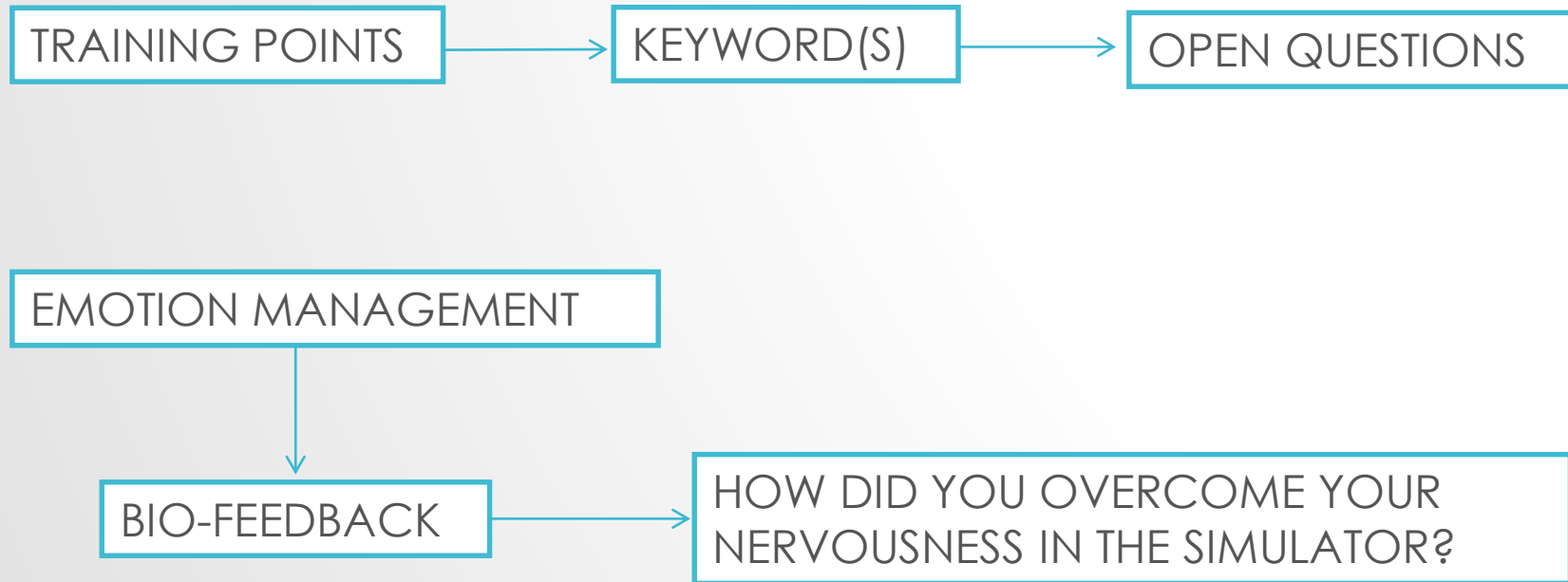
- **R**EPLAY
- **R**ECONSTRUCT
- **R**EFLECT
- **R**EDIRECT



EVA EBT/CRM CORE



FACILITATION TECHNIQUES



EVA CRM KEYWORDS

CRM COMPETENCY	KEYWORD
Situational Awareness	NUTA (Notice Understand Think Ahead)
Workload Management	Prioritize, Delegate, No Multi-Tasking
Error Management	ATR (Avoid, Trap, Recover)
Threat Management	IDS (Identify, Decide what to do, Share your plan)
Communication	Message is Received as Intended, Feedback
Risk Management	Calculated Risk, Threat vs Hazard

EVA CRM KEYWORDS

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

CONCLUSION

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

