Customer First
Safety Always

Training to Balance the Daily Dilemma

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7 March 2018
AIRLINE SAFETY: 2017 WAS SAFEST YEAR IN HISTORY FOR PASSENGERS AROUND WORLD, RESEARCH SHOWS
DAILY NEWS
GOOD NEWS!

or

CAUSE FOR CONCERN
Who is Captain Smith?
'When anyone asks me how I can best describe my experiences of nearly 40 years at sea, I merely say 'uneventful'. I have never been in an accident of any sort worth speaking about. I never saw a wreck and have never been wrecked, nor was I ever in any predicament that threatened to end in disaster of any sort.'

Captain E.J. Smith
27 Jan 1850 – 15 Apr 1912
'When anyone asks me how I can best describe my experiences of nearly 40 years at sea, I merely say 'uneventful'. I have never been in an accident of any sort worth speaking about. I never saw a wreck and have never been wrecked, nor was I ever in any predicament that threatened to end in disaster of any sort.'

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Complacency occurs when you’ve been doing something one way for so long without incident that you assume there can never be an incident.
COMPLACENCY

Our worst enemy
Nothing beats complacency like vigilance and regular reminders (training)
The solution of every problem is another problem

~ Johann Wolfgang von Goethe
Retention of Learning

We retain

- 5% of what we hear
- 10% of what we read
- 30% of what is demonstrated
- 50% of what we do in a group
- 75% of what we practice
Memory Decay Theory

% of syllabus retained

Retention drops, then levels off

Elapsed time

% of syllabus retained

0 10 20 30 40 50 60

1 2 3 4 5 10 15 20 25 30
CPR / AED Skills Retention

33 participants failed to use bag mask correctly
18 chest compressions at wrong site
22 did not achieve the correct compression depth

Source: Retention of knowledge and skills in first aid and resuscitation by airline cabin crew. Mahony PH, Griffiths RF, Larsen P, Powell D.
The Daily Dilemma

Commercial
Customer
First

Service
Delivery

Safety

Regulatory
Safety
First

Service
Delivery

Safety
Everyday Experiences

Commercial
Customer
First

Service
Delivery
Not Everyday Experiences

Regulatory
Safety
First

Thank Goodness

Safety

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Training for Excellence
The Daily Dilemma

Commercial

Customer First

75% of what we practice

Service Delivery

Safety

Service Delivery

Regulatory

Safety First

Service Delivery

Safety

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Training for Excellence
“Flight attendants who experienced on-board emergencies and successfully solved the emergency situations improved their perceptions of the usefulness of the safety manual, the importance of pre-flight briefing, and continuous mental practice and rehearsal. These findings showed that among flight attendants, experience is the best teacher.’*  

*Source: Bani-Salameh, Zakaria
The Aviation Safety Record

Yes .... but
We need Experience without the “Experience”

Complacency

Retention

SEPs twice a year
Rostered practice
Random knowledge checks
- BUT WE'VE
- NEVER
- DONE IT
- THAT
- WAY.
COMPLACENCY

Our worst enemy
Thank you

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