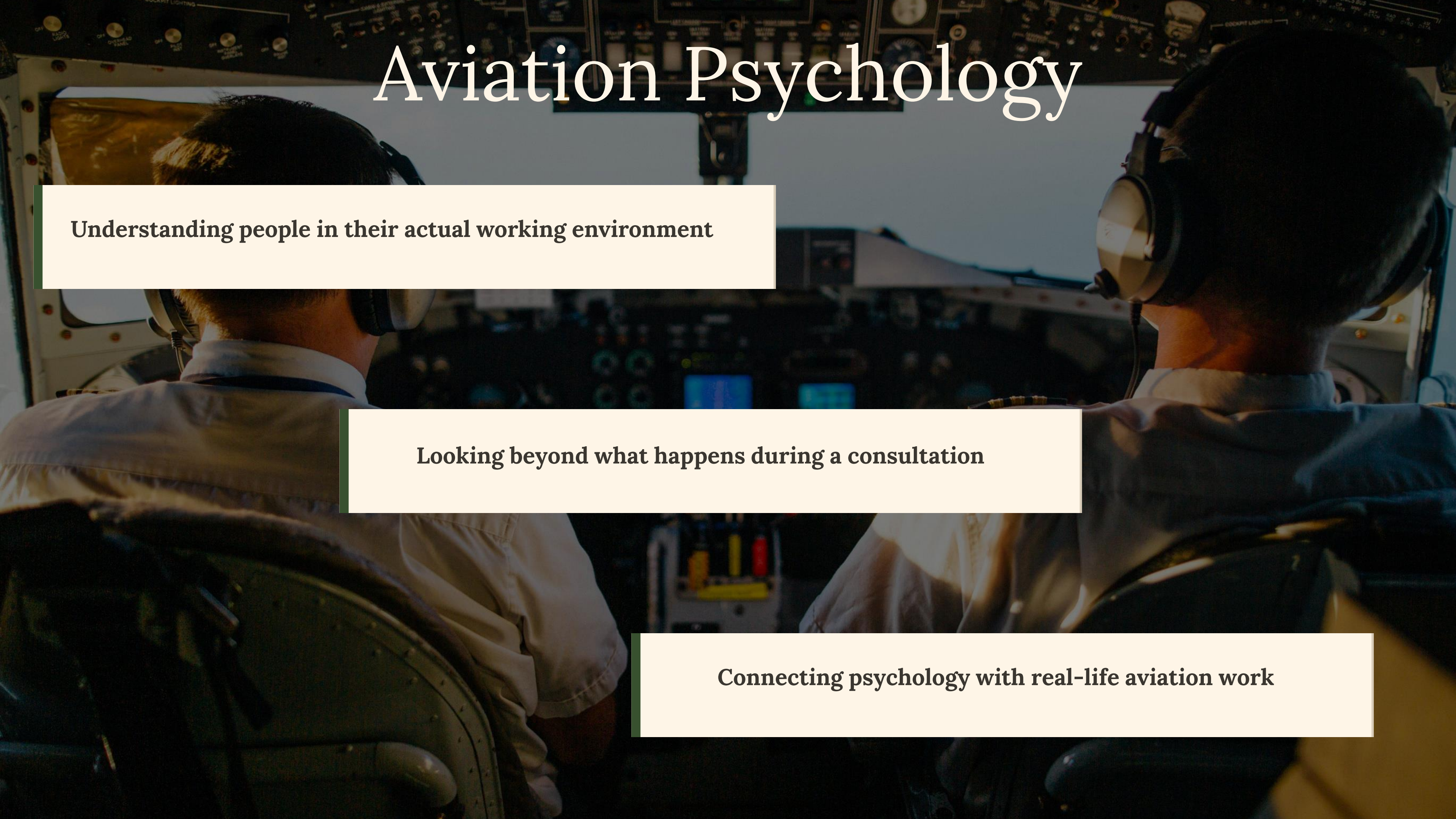


BEYOND THE CONSULTATION ROOM : UNDERSTANDING PILOT AND CABIN CREW BEHAVIOUR THROUGH WORKPLACE EXPOSURE



Presented by: Anita Sharma
Clinical & Health Psychologist

Aviation Psychology



Understanding people in their actual working environment

Looking beyond what happens during a consultation

Connecting psychology with real-life aviation work

Why Should Psychologists See the Workplace?

A consultation tells us what a person says and feels.

But seeing the workplace helps us understand how the person actually works.

Workplace exposure helps psychologists to:

- Understand the person's daily work
- See the pressures they face
- Understand how they communicate with others
- See how they deal with stress
- Understand how they respond to unexpected situations
- Get a better picture of their strengths and difficulties

What Do Pilots Have to Deal With?

Being a pilot involves much more than flying an aircraft.

Pilots need to:

- Make important decisions quickly
- Stay focused for long periods
- Handle pressure and emergencies
- Communicate clearly with other crew members
- Follow safety procedures
- Work as part of a team
- Manage tiredness and irregular working hours
- Stay calm when something goes wrong



What Do Cabin Crew Have to Deal With?

Cabin crew also have a major safety role, not just a customer-service role.

They need to:

- Look after passengers
- Handle difficult or upset passengers
- Deal with emergencies
- Provide first aid when needed
- Follow safety procedures
- Work closely with other crew members
- Stay professional under pressure
- Manage tiredness and long working hours
- Adapt when situations suddenly change



How Can the Aviation Environment Affect Behaviour?

The aviation environment can affect how people think, feel and behave.

Physical factors

- Noise
- Long working hours
- Lack of sleep
- Different time zones
- Confined spaces

Work-related factors

- Time pressure
- Emergencies
- Responsibility for safety
- Strict rules and procedures

People-related factors

- Working with different personalities
- Teamwork
- Communication problems
- Difficult passengers
- Differences in culture and language

What Can a Psychologist Learn by Observing the Workplace?

Sometimes people behave differently in a consultation compared with their actual workplace

By observing the workplace, a psychologist may see:

- How the person communicates
- How they work with others
- How they respond to stress
- How they receive feedback
- How they handle problems
- Whether they follow procedures
- How they react when something unexpected happens
- How they manage conflict

How Does This Help With Psychological Fitness?

Workplace information can be combined with other assessment methods.

We can look at:



Interview

What does the person tell us?



Psychological Assessment

What do the tests tell us?



Workplace Exposure

How does the person function at work?



Combined Information

A better overall understanding of the person

This can help identify:

• Strengths

• Areas of concern

• How they handle stress

• Teamwork & communication skills

• Ability to cope with work demands

Why Do We Need Different Professionals?

Aviation is too complex for one professional to understand everything.

Different professionals bring different knowledge:



Aviation Medical Examiner

Looks at physical and medical fitness



Psychologist

Looks at mental health, behaviour and psychological functioning



Operations/Flight Crew

Understand the actual work and operational demands



Human Factors Specialists

Look at how people interact with equipment, systems and each other



Safety Professionals

Focus on risks and safety

"We cannot always control the challenges that come our way, but we can choose how we respond to them with compassion and a sense of duty."

A group of four pilots in white uniforms with blue ties and yellow epaulettes are standing in a line, looking forward. The image is slightly blurred, giving it a cinematic feel. The text "Thank You" is overlaid in a large, white, serif font across the center of the image.

Thank You