



ICAO

SAFETY

# Session 7

Human Performance Training  
&  
Skills Development



# Overview

- Definition of Human Performance (HP) training
- Goal of HP training
- Content of HP training
- Hands-on and simulated exercises
- Skills development
- Cabin crew skills & behavioral indicators
- Examples of skills and behavioral indicators
- Q&A



# Definition of Human Performance

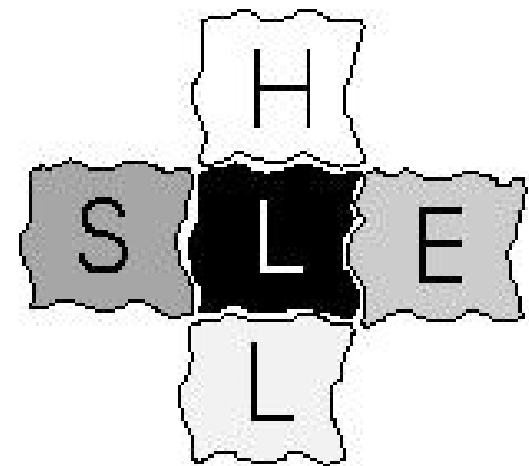
- Human capabilities and limitations which have impact on safety and efficiency of aeronautical operations





# Definition of HP Training

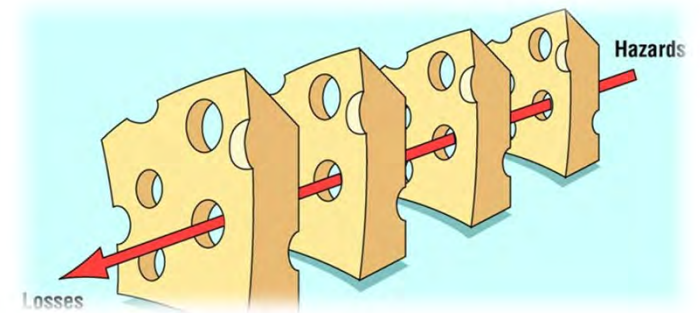
- HP training focuses on:
  - Relationships between people and equipment, systems, procedures and environment
  - Personal relationships between individuals & groups
- Encompasses overall performance of cabin crew members while they carry out duties





# Goal of HP Training

- Optimize human performance and manage human error
- Encompasses:
  - Human Factors principles
  - Crew resource management
  - Development and application of skills
- Oriented towards recognizing & solving practical problems





# Content of HP Training

- Human Factors in aviation
- Human error
- Cabin crew skills
- Crew Resource Management
  - may be covered separately
- Threat and Error Management (TEM)
  - tailored to cabin operations
- Case studies
  - e.g. accidents/incidents
- Fatigue risk management
  - may be covered separately





# Simulated Exercises

- Integrate simulated exercises that require application of CRM concepts into HP training
- Trainees will apply concepts learned in CRM training
  - in performance of duties and responsibilities
- Trainees evaluated individually or as part of team





# Skills Development

- Manual defines set of cabin crew skills (Chapter 8)
- Guidance on observing behavioral skills that are **desired** and **undesired** in training environment
- Manual provides examples of skills for each competency unit
  - Should be evaluated as part of simulated exercises
    - e.g. fighting a fire
  - Within a context during training
    - not as a stand alone activity





# Cabin Crew Skills

## All cabin crew:

1. Communication
2. Teamwork and leadership
3. Error recognition and management
4. Workload and time management
5. Decision-making
6. Situational awareness

## In-charge cabin crew member:

All CC skills, plus following:

1. Flexibility
2. Delegation
3. Empathy
4. Planning & coordinating resources



## Example of Skills & Behavioral Indicators: Communication

Skill Description	Behavioral Indicators
<b>Demonstrates effective verbal, non-verbal and written communications, in normal, abnormal and emergency situations.</b>	<p><b><u>Desired behaviors:</u></b></p> <ul style="list-style-type: none"><li>• Conveys information clearly, accurately and concisely using standard operator phraseology.</li><li>• Communicates with the appropriate crew member(s) using the operator's designated common language (multi-lingual flight/cabin crew) including pertinent information such as What, When, Where and How.</li><li>• Is aware of, and correctly interprets, the non-verbal elements inherent in communication.</li><li>• Actively listens, seeks clarification and asks relevant questions.</li><li>• Transmits information in a timely manner.</li></ul> <p><b><u>Undesired behaviors:</u></b></p> <ul style="list-style-type: none"><li>• Communicates using incomplete, untimely or unclear messages.</li><li>• Inhibits the communication process.</li></ul>



# Points to Remember

- Goal of HP training
  - Optimize human performance and manage human error
- Need to perform simulated exercises
  - For CRM
- Cabin crew skills & behavioral indicators
- Need to embed skills development into simulated exercises
  - Context-based

