



# Cabin crew and fear of flying

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The recognition of avoidance  
behaviour as a starting point  
in the treatment of fear of flying  
among cabin crew



# Cabin crew and fear of flying

## Misconceptions:

- only after serious accidents
- not capable of performing flight safety tasks
- definition



Company doctors KLM  
visiting VALK in 1994

Typical reaction

Cabin attendants at KLM:  
Same reaction



Avoidance behaviour:  
the fuel for anxiety

Airliners have been supporting  
avoidance behaviour



Anxiety therapy:

make subjects and therapists  
more sensitive towards  
avoidance behaviour



Anxiety therapy:

to help people recognize  
and accept their fear



2004-2007

KLM company doctors directly refer cabin crew with anxiety complaints to VALK

10 applications each month, looking for tendencies





## Conclusions

- Fear of flying exists among CA's
- Focus on avoidance behaviour instead of definition of complaints
- Teach CA's early recognition of stress symptoms to prevent patterns of avoidance behaviour



# Results from questionnaire Cabin Crew Anxiety



Thank you for your attention

and

active participation!