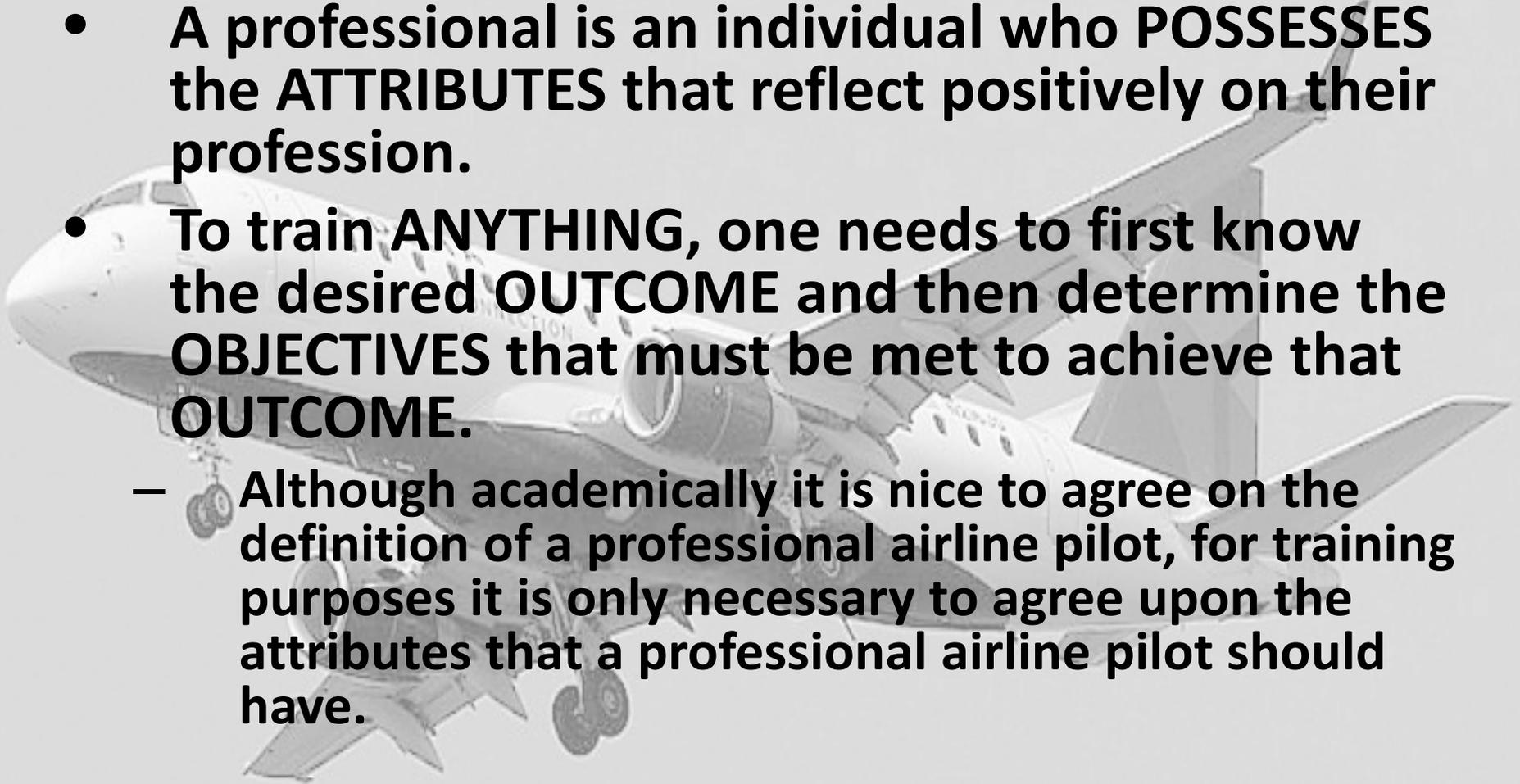


Training Pilot Professionalism, a Regional Perspective



What is a Professional?

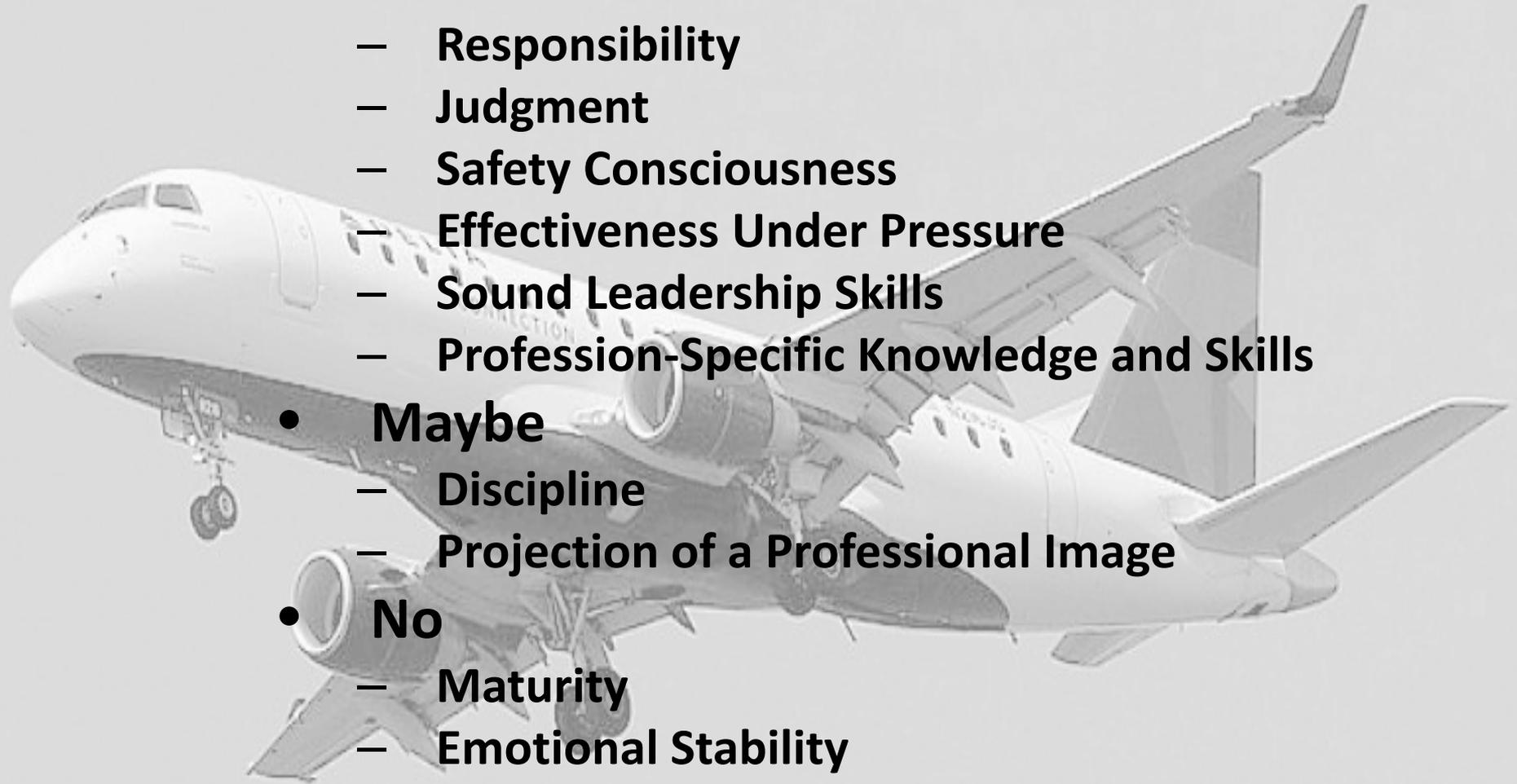
- A professional is an individual who **POSSESSES** the **ATTRIBUTES** that reflect positively on their profession.
 - To train **ANYTHING**, one needs to first know the desired **OUTCOME** and then determine the **OBJECTIVES** that must be met to achieve that **OUTCOME**.
 - Although academically it is nice to agree on the definition of a professional airline pilot, for training purposes it is only necessary to agree upon the attributes that a professional airline pilot should have.
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Professional Attributes

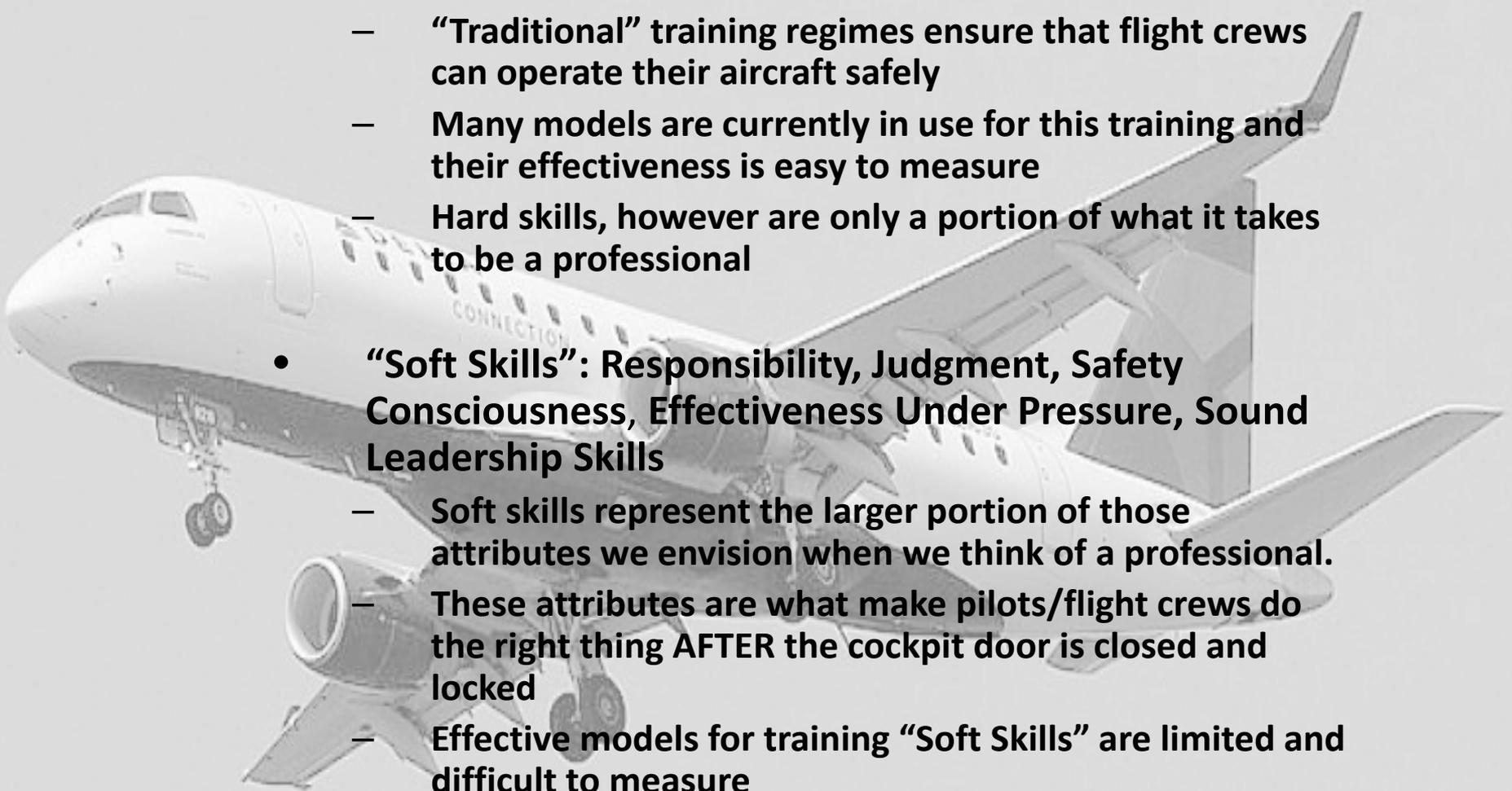
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- **Discipline**
 - **Responsibility**
 - **Maturity**
 - **Emotional Stability**
 - **Judgment**
 - **Safety Consciousness**
 - **Effectiveness Under Pressure**
 - **Sound Leadership Skills**
 - **Projection of a Professional Image**
 - **Profession-Specific Knowledge and Skills**

Can We Train These Attributes?

- **Yes**
 - Responsibility
 - Judgment
 - Safety Consciousness
 - Effectiveness Under Pressure
 - Sound Leadership Skills
 - Profession-Specific Knowledge and Skills
- **Maybe**
 - Discipline
 - Projection of a Professional Image
- **No**
 - Maturity
 - Emotional Stability



Training Professionalism

- **“Hard Skills” - Possession of Profession-Specific Knowledge and Skills**
 - “Traditional” training regimes ensure that flight crews can operate their aircraft safely
 - Many models are currently in use for this training and their effectiveness is easy to measure
 - Hard skills, however are only a portion of what it takes to be a professional
 - **“Soft Skills”: Responsibility, Judgment, Safety Consciousness, Effectiveness Under Pressure, Sound Leadership Skills**
 - Soft skills represent the larger portion of those attributes we envision when we think of a professional.
 - These attributes are what make pilots/flight crews do the right thing AFTER the cockpit door is closed and locked
 - Effective models for training “Soft Skills” are limited and difficult to measure
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Approaches to Training Soft Skills

- **Leadership Buy In - Corporate Culture**
 - “Walking-the-Walk”
 - Leadership involvement
 - “Compass Differences”
 - Communication
 - Valued Employees
 - Empowerment
 - “Paying-the-Price”
 - AQP/FOQA/LOSA/ASAP
- **Knowledge Elements**
 - CRM/ACRM/TEM
 - Sterile Cockpit
- **Skill Elements**
 - Scenario Based Training (AQP)
 - Captain Leadership: Creating Exceptional Line Leaders (CELL)
 - Employee Leadership Training
- **Setting the Example**
 - Mentoring Programs
 - Peer expectations – Check Airmen involvement

