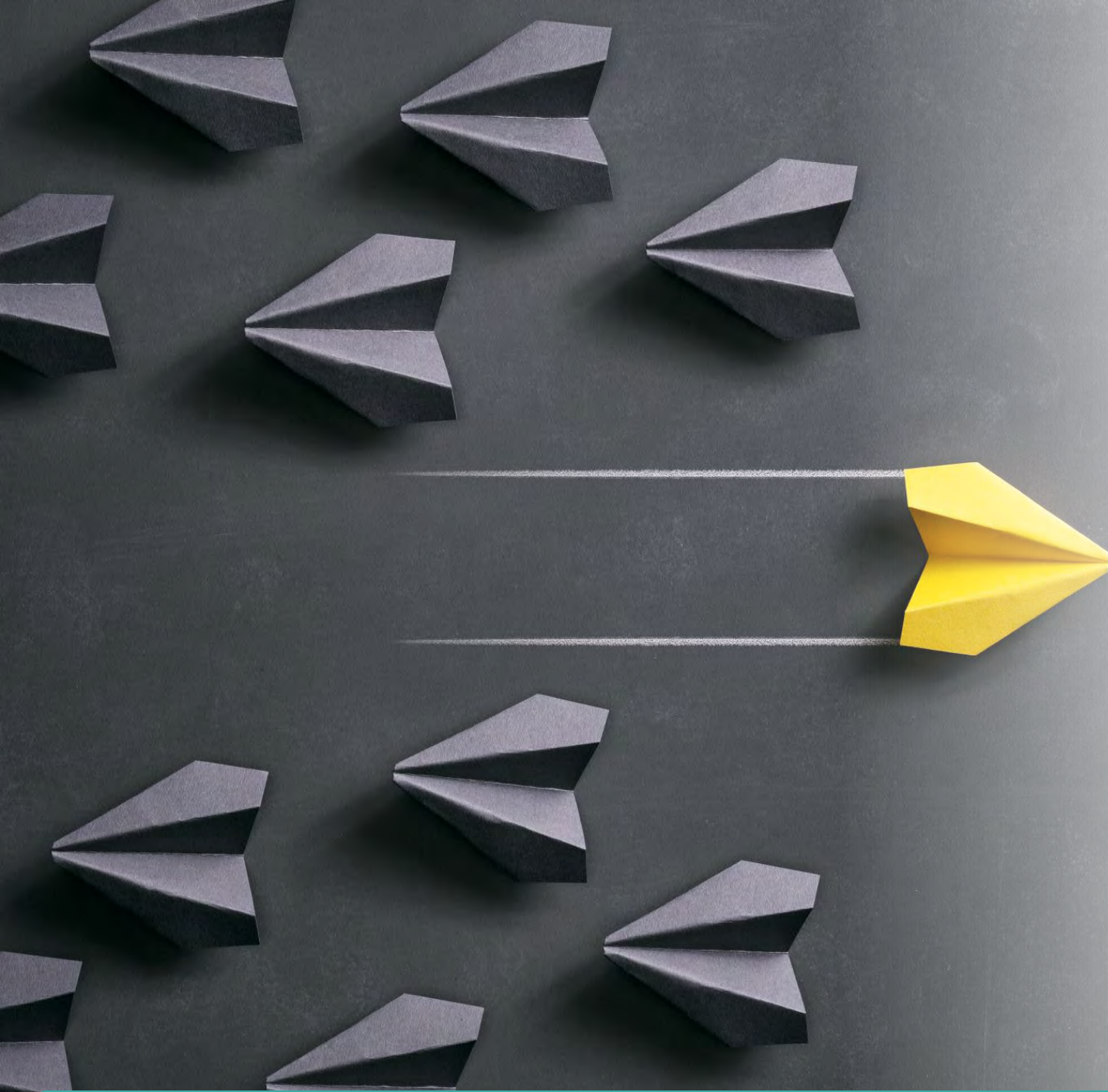




JOINING THE DOTS

Nick Goodwyn
IPPAC Cologne November 2023

ODILIA CLARK
PROTECTING LICENCES, LIVELIHOODS & LIVES



From Peer Support
through to
recovery,
retention and a
return to peak
performance.

Stepping out from
the shadows of
regulation.



COLLABORATIVE

SUPPORTIVE

COLLEGIATE

- Going beyond compliance?



THE PREMISE – PILOTS (and...) are reluctant to talk to DOCTORS....and....

THE CHALLENGE – Who will or who do Pilots and their like talk to?

.....**Their PEERS**



The Aim:

Encouraging operators to understand and support the link between health and wellbeing, when individuals suffer from a degradation in their own human performance, which may manifest itself in misuse of psychoactive substances and the risk of impairment through dependency or other maladjusted coping strategies (CAT.GEN.MPA.170 and 175) and how to assist recognition and aid recovery for retention of those individuals through peer support (CAT.GEN.MPA.215)

WE KNOW.....

CAT.GEN.MPA.170 Psychoactive substances

- (a) The operator shall take all reasonable measures to ensure that no person enters or is in an aircraft when under the influence of psychoactive substances to the extent that the safety of the aircraft or its occupants is likely to be endangered.
- (b) The operator shall develop and implement a policy on the prevention and detection of misuse of psychoactive substances by flight and cabin crew members and by other safety-sensitive personnel under its direct control, in order to ensure that the safety of the aircraft or its occupants is not endangered.
- (c) Without prejudice to the applicable national legislation on data protection concerning testing of individuals, the operator shall develop and implement an objective, transparent and non-discriminatory procedure for the prevention and detection of cases of misuse of psychoactive substances by its flight and cabin crew and other safety-sensitive personnel.

.....AND WE KNOW.....

CAT.GEN.MPA.175 Endangering safety

- (a) The operator shall take all reasonable measures to ensure that no person recklessly, intentionally or negligently acts or omits to act so as to
 - (1) endanger an aircraft or person therein; or
 - (2) cause or permit an aircraft to endanger any person or property.
- (b) The operator shall ensure that flight crew has undergone a psychological assessment before commencing line flying in order to
 - (1) Identify psychological attributes and suitability of the flight crew in respect of the work environment; and
 - (2) Reduce the likelihood of negative interference with the safe operation of the aircraft.

.....AND WE KNOW.....

CAT.GEN.MPA.215 Support Programme

- (a) The operator shall enable, facilitate and ensure access to a proactive and non-punitive support programme that will assist and support flight crew in recognising, coping with, and overcoming any problem which might negatively affect their ability to safely exercise the privileges of their licence. Such access shall be made available to all flight crew.
- (b) Without prejudice to applicable national legislation on the protection of individuals with regard to the processing of personal data and on the free movement of such data, the protection of the confidentiality of data shall be a precondition for an effective support programme as it encourages the use of such a programme and ensures its integrity.

.....AND WE KNOW.....

GM5 ORO.FC.115 Crew Resource Management (CRM) Training

RESILIENCE DEVELOPMENT

(a) The main aspects of resilience development can be described as the ability to:

- (1) learn ('knowing what has happened');
- (2) monitor ('knowing what to look for');
- (3) anticipate ('finding out and knowing what to expect'); and
- (4) respond ('knowing what to do and being capable of doing it').

(b) Operational safety is a continuous process of evaluation of and adjustment to existing and future conditions. In this context, and following the description in (a), resilience development involves an ongoing and adaptable process including situation assessment, self-review, decision and action.

Training in resilience development enables crew members to draw the right conclusions from both positive and negative experiences. Based on those experiences, crew members are better prepared to maintain or create safety margins by adapting to dynamic complex situations.

NB ORO.FC.231 (a) (2) Evidence Based Training

An abstract graphic on the left side of the slide, featuring a complex network of thin, dark blue lines connecting numerous small, dark blue dots. The network is dense and irregular, resembling a molecular structure or a data network. The background is a light blue gradient.

JOINING THE DOTS



PERFORMANCE =

POTENTIAL – INTERFERENCES

External
Internal






PERFORMANCE =

Individual Potential
(the sum of 175 and 215) –

Psychological Interferences

both Internal and external
(from 170)





RECOGNITION


RETENTION

RECOVERY

and RETURN

– To peak performance
through coaching
and resilience





JOINING THE DOTS – PERFORMANCE and ICAO Human Performance Principles



I: People's performance is shaped by their capabilities and limitations



V: People's performance is influenced by interactions with other people

What do people need to perform at their best?



II: People perform in ways that make sense to them

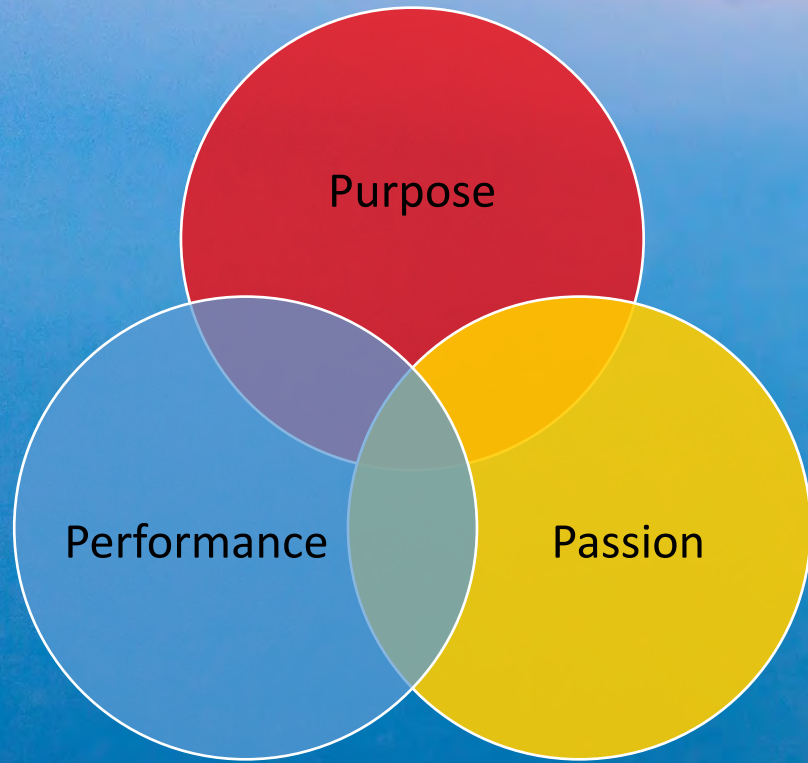


IV: People assess risk and make trade-offs all the time



III: People adapt to the demands of a complex and dynamic work environment

PASSION-PURPOSE-PERFORMANCE



PASSION-PURPOSE-PERFORMANCE

PERFORMANCE =

POTENTIAL -
INTERFERENCES

External
Internal

PASSION-PURPOSE-PERFORMANCE

PURPOSE – What stops us?

INTERFERENCES

- EXTERNAL
- INTERNAL

MAKING THE BEST
POSSIBLE DECISIONS



PASSION-PURPOSE-PERFORMANCE

WHAT DO WE WANT TO BE?

Independent

Purposeful

Realistically self-confident

Consistent high performance (to best of ability)

Stress tolerant and resilient

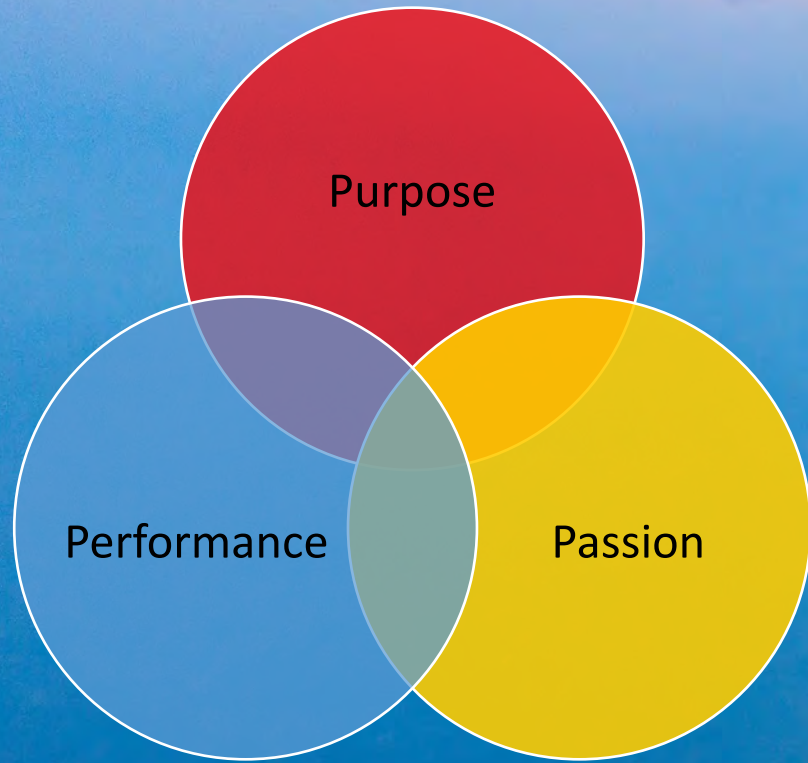
High awareness of self and others

Effective communicator and decision maker

HAVE PURPOSE and MEANING in Life

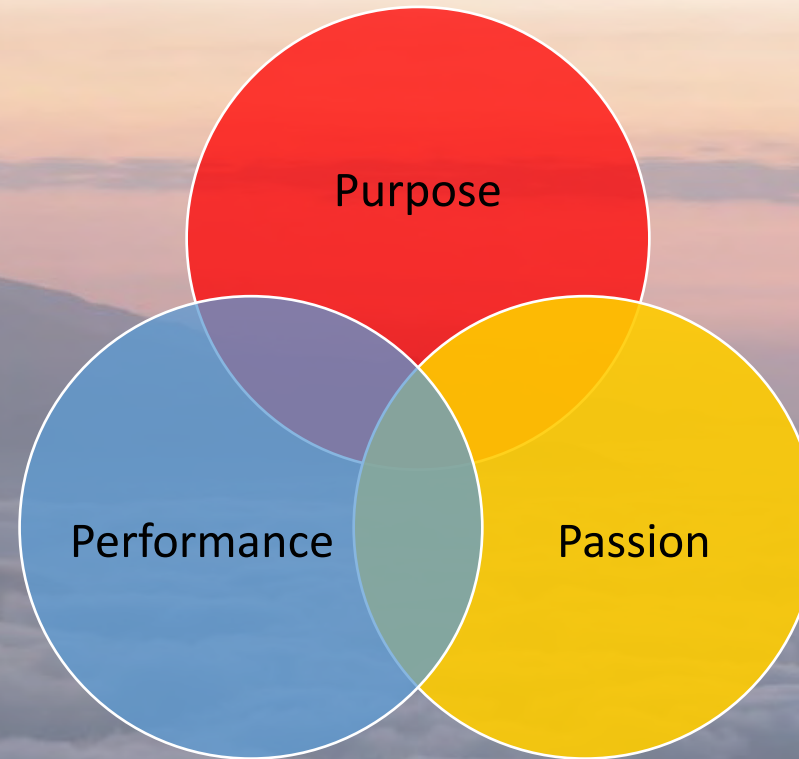


PASSION-PURPOSE-PERFORMANCE



MEANING and PURPOSE

OWNED LIFE



Dis-Owned Life

Un-Owned Life

MEANING and PURPOSE

Abraham Maslow 1908-1970



MEANING and PURPOSE

Owned Life



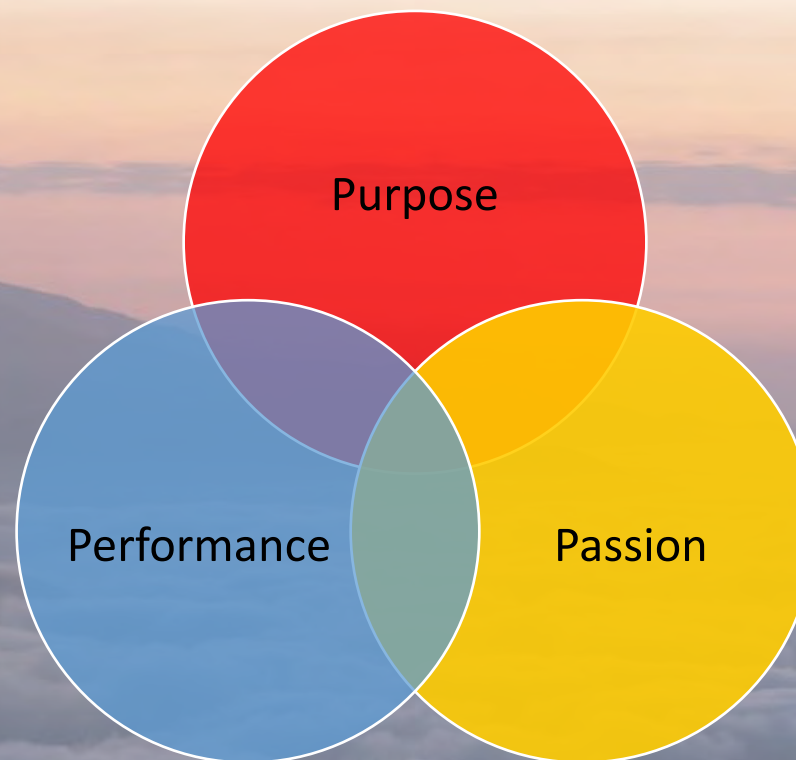
Dis-Owned Life

Un-Owned Life

Abraham Maslow 1908-1970
Martin Heidegger 1889-1976

A PATHWAY – PERFORMANCE COACHING

OWNED LIFE



Dis-Owned Life

Un-Owned Life

Carl Yung

1875–1961

“What direction the *clients* (patient’s) life should take in the future is not ours to judge. We must not imagine that we know better than their own nature, or we would prove ourselves educators of the worst kind.....It is better to renounce any attempt to give direction, and simply to try to throw into relief everything that the *coaching* (analysis) brings to light, so that the *client* (patient) can see it clearly and be able to draw suitable conclusions. Anything they have not acquired themselves they will not believe in the long run, and what they take over from authority merely keeps them infantile. They should rather be put in the position to take ownership of their own life in hand.”

THANK YOU

QUESTIONS?



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ODILIA CLARK
PROTECTING LICENCES, LIVELIHOODS & LIVES

Continuous Resilience Development



EMPOWERING

CONFIDENCE, COMPETENCE & CONNECTIONS

Virtual Evidenced Based Continuous Behavioural Resilience Development to
Enhance Human Performance for Aviation Professionals



Resilient Pilot



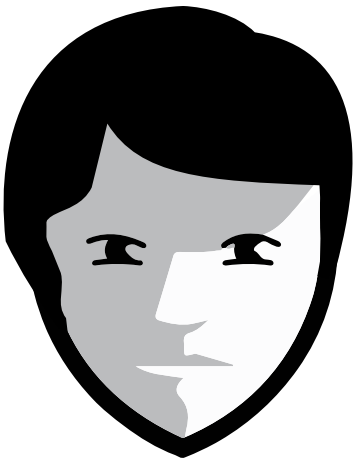
EMCC Endorsed
ISMCIP



Defining Resilience



RESILIENC
E



+



=

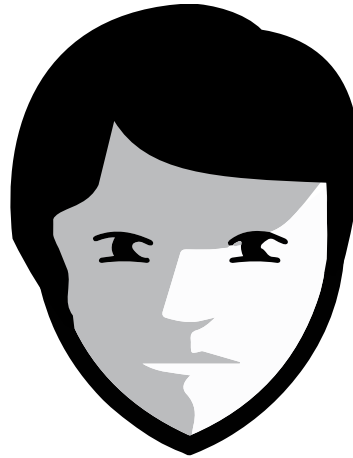


Defining Resilience



Resilient Pilot

**RESILIENC
E**



How we define Resilience



Managing Fatigue



Managing Nutrition and Hydration



Managing Fitness for Pilots



Optimising Physical Health



Managing Alcohol and Substances



Working with your AMEs



Managing Long term illness



Managing Startle and Surprise



Understanding Mental Health for Pilots



How we define Resilience



Managing Depression



Managing Anxiety



Developing Resilience in Stressful Times



Managing Change



Understanding ourselves (and others)



Managing Sim Anxiety



Self Limiting Beliefs



Enhancing Emotional Intelligence



Developing Mindfulness Practice



How we define Resilience



Managing
Financial
Wellbeing



Advocating
Diversity and
Inclusion



Understanding
what motivates
people



Managing
Conflict



Managing
Relationships



Managing
work/life
balance



Peer Support
and Networks



Interpersonal
Relationships



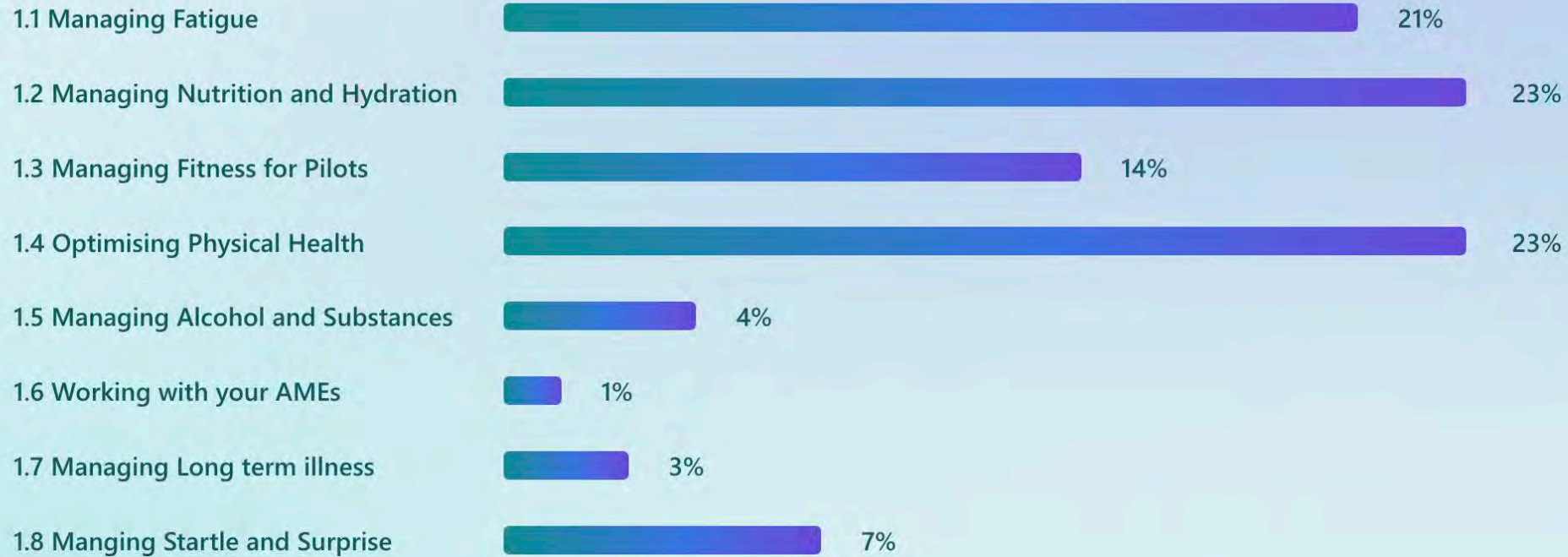
Maintain
Personal
Control



Workshop Self Assessment

29 responses submitted

Physiological Personal Countermeasures identified for development



Workshop Self Assessment

29 responses submitted

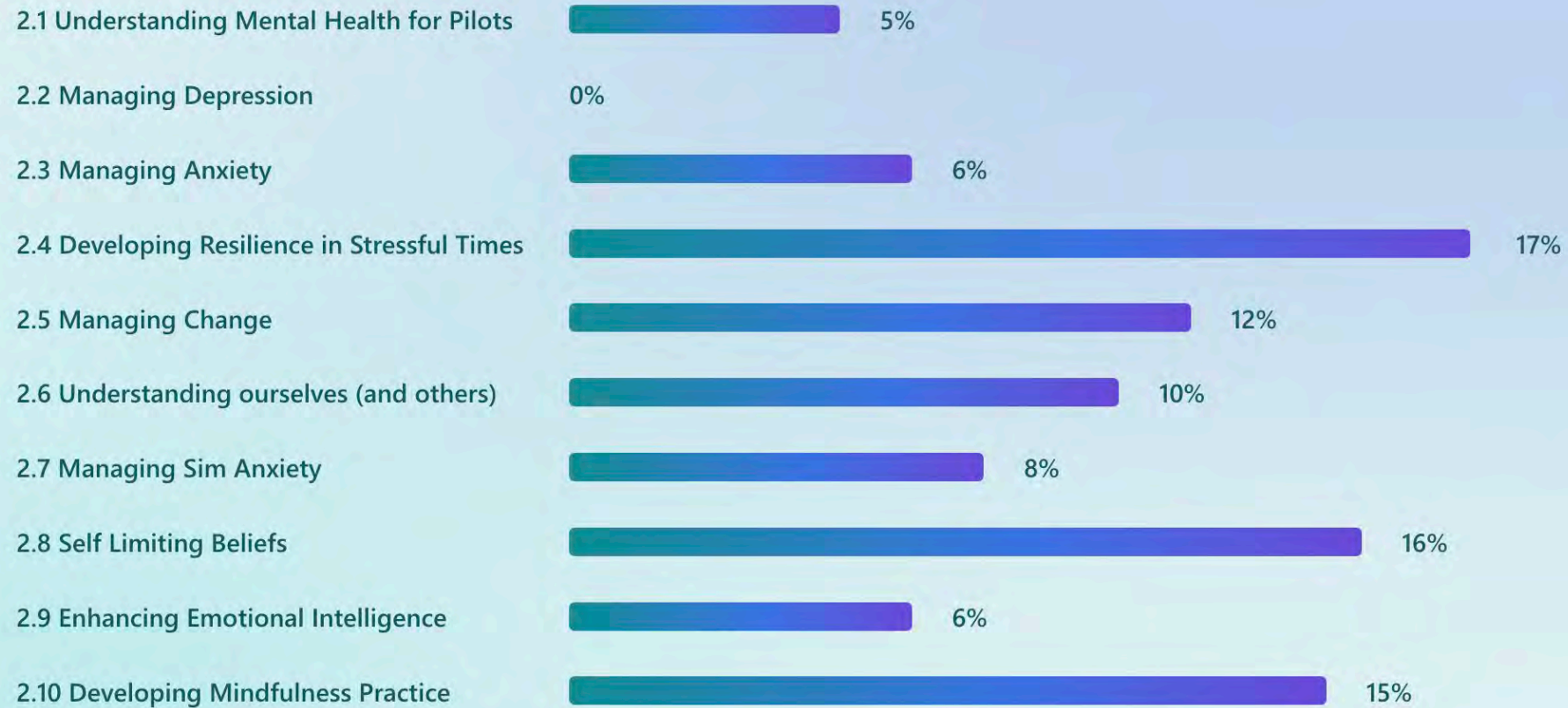
Social Countermeasures identified for development



Workshop Self Assessment

29 responses submitted

Psychological Countermeasures identified for development



Defining Resilience



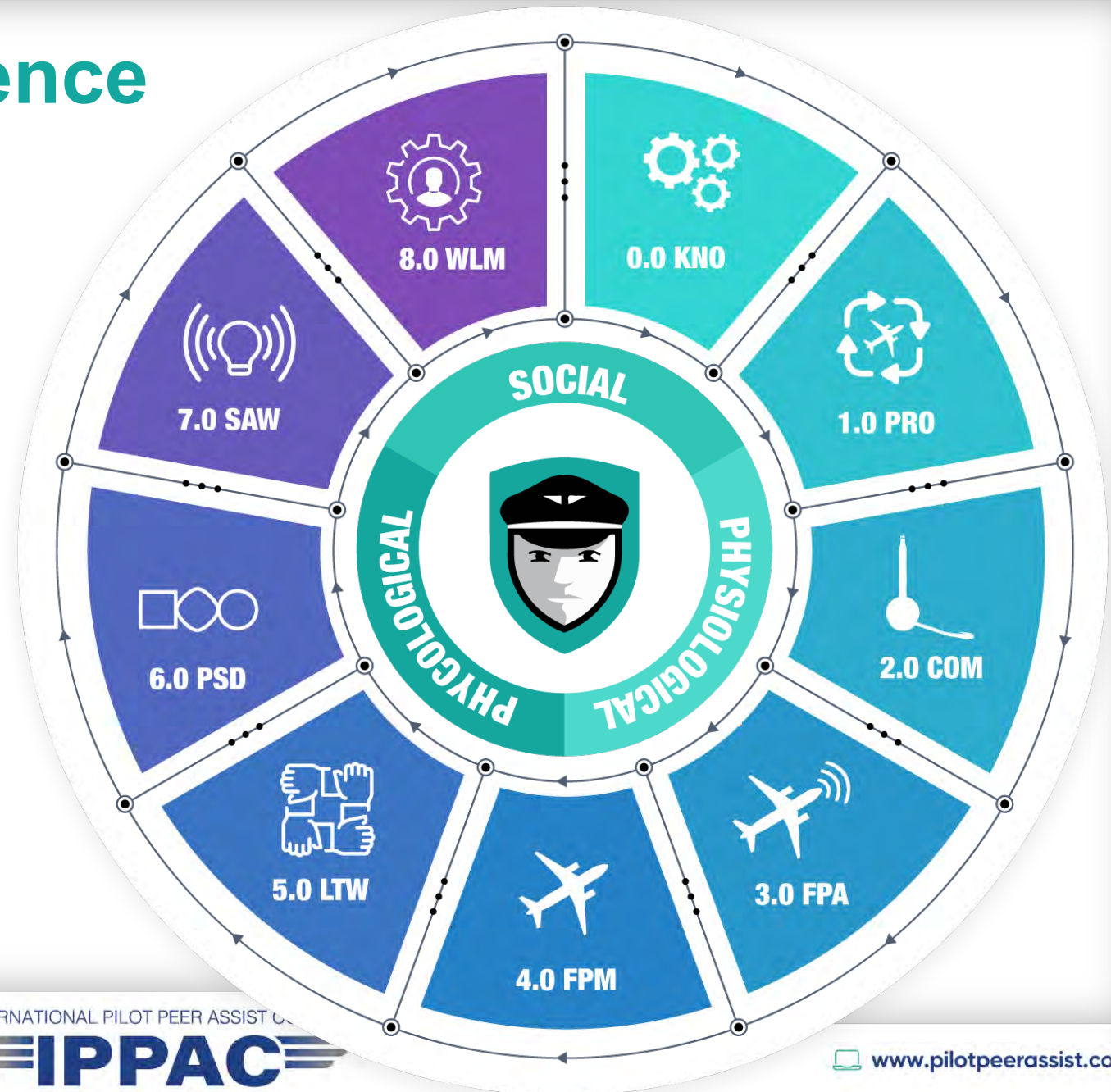
Resilient Pilot

**RESILIENC
E**



How we define **Resilience**

Together this builds confidence, competence and connection through the collection of countermeasures



Defining Resilience

Airbus Training for Resilience



Resilient Pilot



This high-level definition of resilience has been refined into two key elements by the Pilot Training Task Force (PTTF) of IATA: *“flight crew resilience can be substantiated by raising the level of competence and by achieving the appropriate level of confidence (trust)”*

Defining Resilience





Easy Access Rules for Air Operations

*ANNEX III (Part-ORO)
SUBPART FC: FLIGHT CREW*



Resilient Pilot

Resilience Development CRM FC.115

LEARN

MONITOR

ANTICIPATE

RESPOND

Peer Support CATGEN.215

RECOGNISE

COPE

OVERCOME

EASA EBT FC.231/2

**Exposed to realistic
changing Scenarios SBT**

**Surprise and Unexpected
Events**

**Dilemma and Decision
Making**

Proactive Resilience Development

LEARN

MONITOR

ANTICIPATE

RESPOND

Preventative Peer Support

RECOGNISE

COPE

OVERCOME



INTERNATIONAL PILOT PEER ASSIST COALITION

IPPAC

DEVELOP

Our Solution Operationalised





Resilient Pilot



Self Assess Personal
Development

QUANTUM

1.1 Managing Fatigue - Understands fatigue as a physiological state of reduced mental or physical performance capability, develop the skills to increase alertness and apply these with the ability to improve human performance

N/O	1	2	3	4	5
-----	---	---	---	---	---



1.2 Managing Nutrition and Hydration - Understands nutrition and hydration as a physiological state of reduced mental or physical performance capability, develop the skills to increase alertness and apply these with the ability to improve human performance

N/O	1	2	3	4	5
-----	---	---	---	---	---



1.3 Managing Fitness for Pilots - Recognises the value of an physical activity in maintaining health, managing stress and weight management. Develop personal skills to improve physical activity and apply these to improve human performance

N/O	1	2	3	4	5
-----	---	---	---	---	---



1.4 Optimising Physical Health - Understand and manage (and preventing, where possible) the physical health risks, and challenges unique to aviators (e.g. musculo-skeletal issues, cardio-vascular, etc.), developing skills to enhance physical health and apply personal strategies to improve human performance



Resilient Pilot



**Self Assess Competency
Development**

QUANTUM

Gradings

0. APPLICATION OF KNOWLEDGE - DEMONSTRATES KNOWLEDGE AND UNDERSTANDING OF RELEVANT INFORMATION, OPERATING INSTRUCTIONS, AIRCRAFT SYSTEMS AND THE OPERATING ENVIRONMENT

N/O	1	2	3	4	5
-----	---	---	---	---	---

Observed behaviours

Type behaviour

1. APPLICATION OF PROCEDURES AND COMPLIANCE WITH REGULATIONS - IDENTIFIES AND APPLIES APPROPRIATE PROCEDURES IN ACCORDANCE WITH PUBLISHED OPERATING INSTRUCTIONS AND APPLICABLE REGULATIONS

N/O	1	2	3	4	5
-----	---	---	---	---	---

Observed behaviours

Type behaviour

Proactive Resilience Development



Preventative Peer Support

Centre for Aviation Psychology



Confidence
Score = 3.7

+

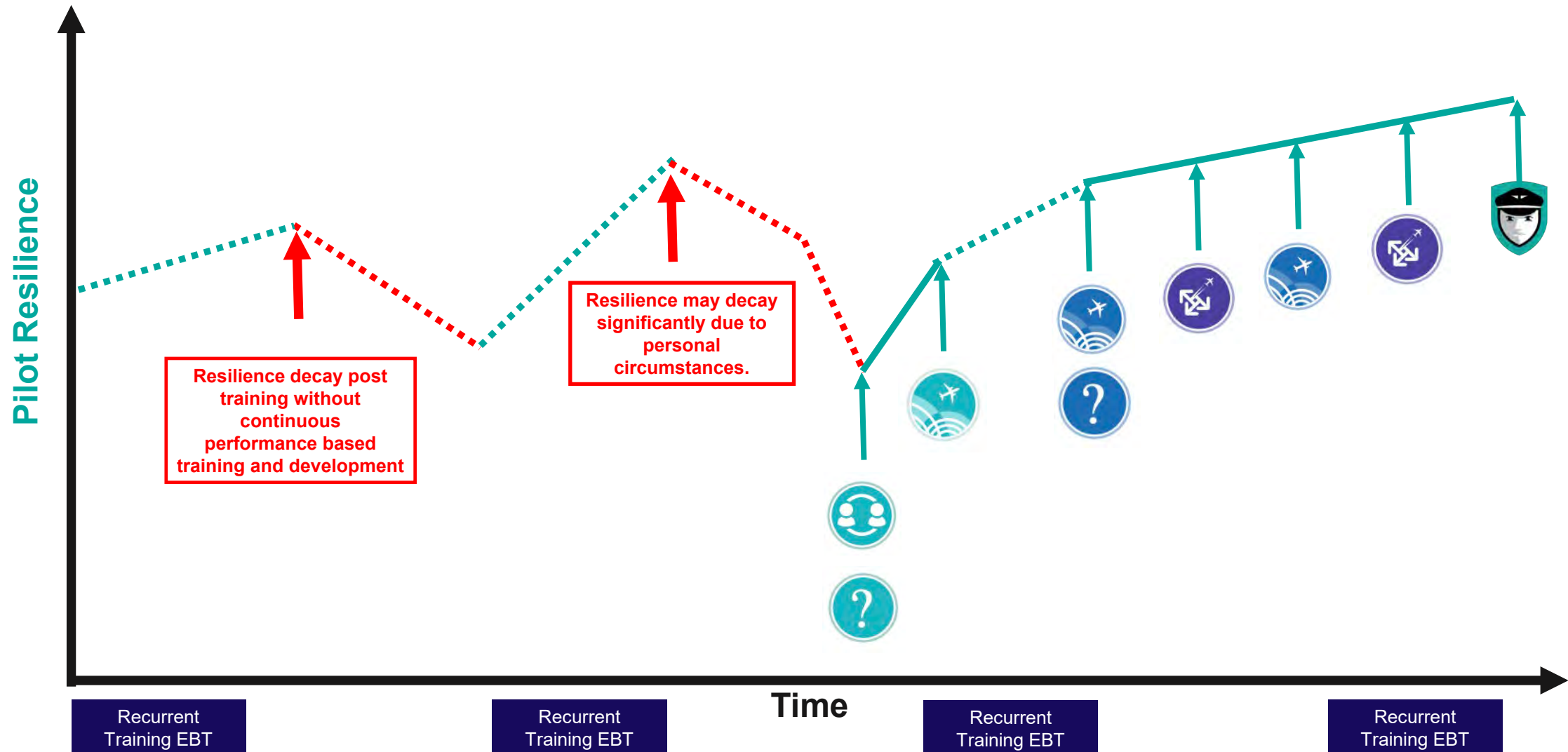
Competence
Score = 3.5

=

Overall
Resilience = 3.6

Resilience Development

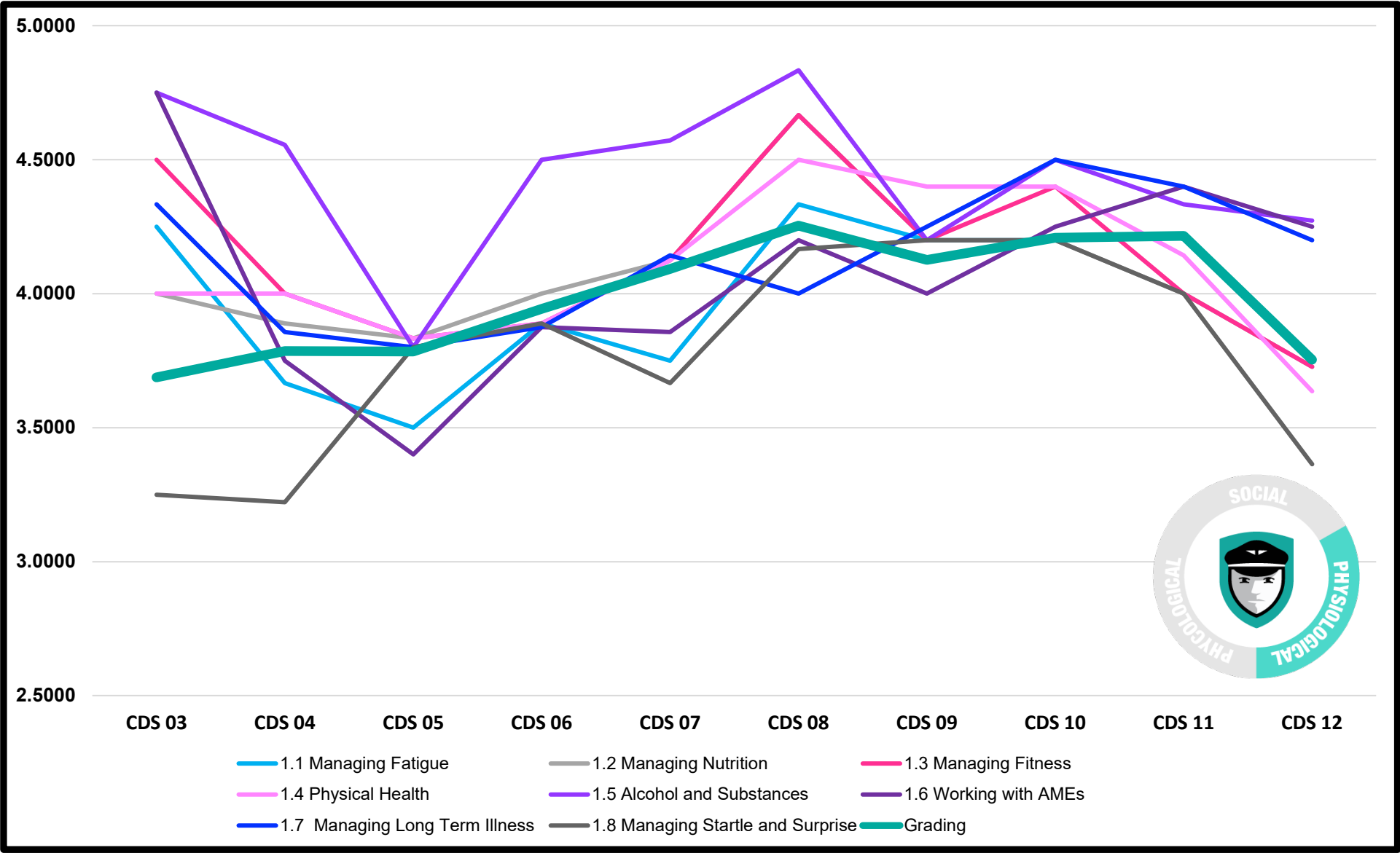
The Resilience Saw Tooth Effect

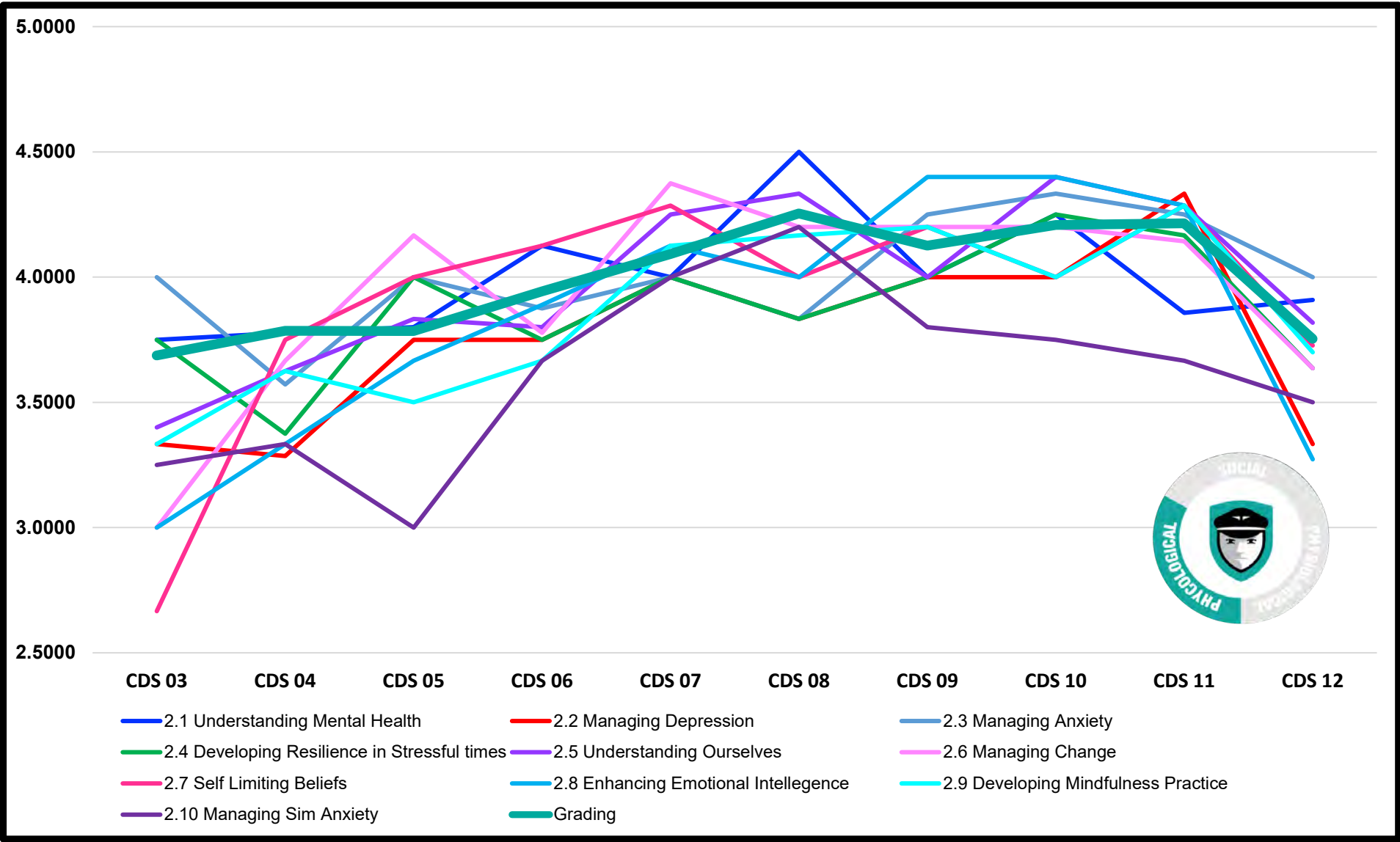




Resilient Pilot

Confidence Personal Countermeasure Development

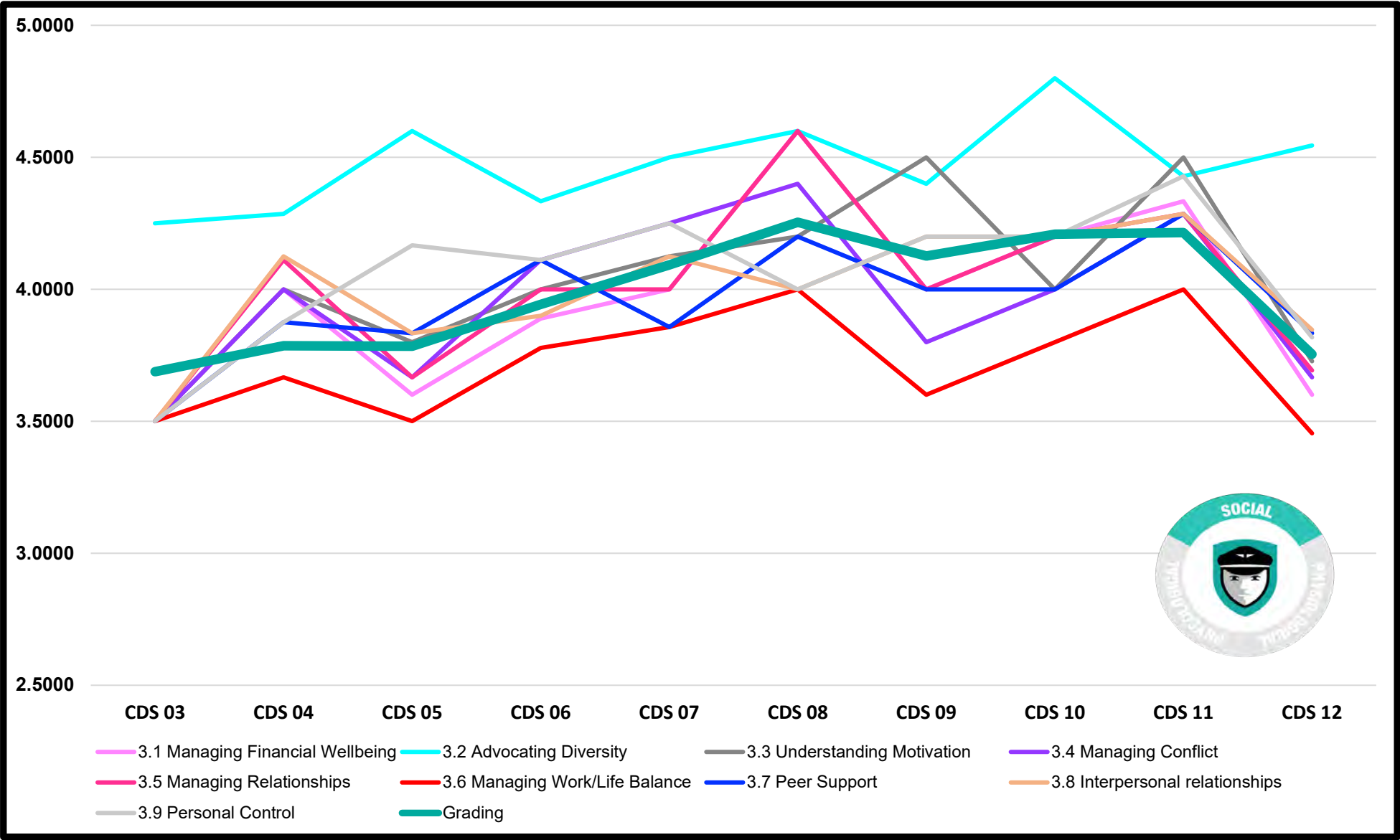




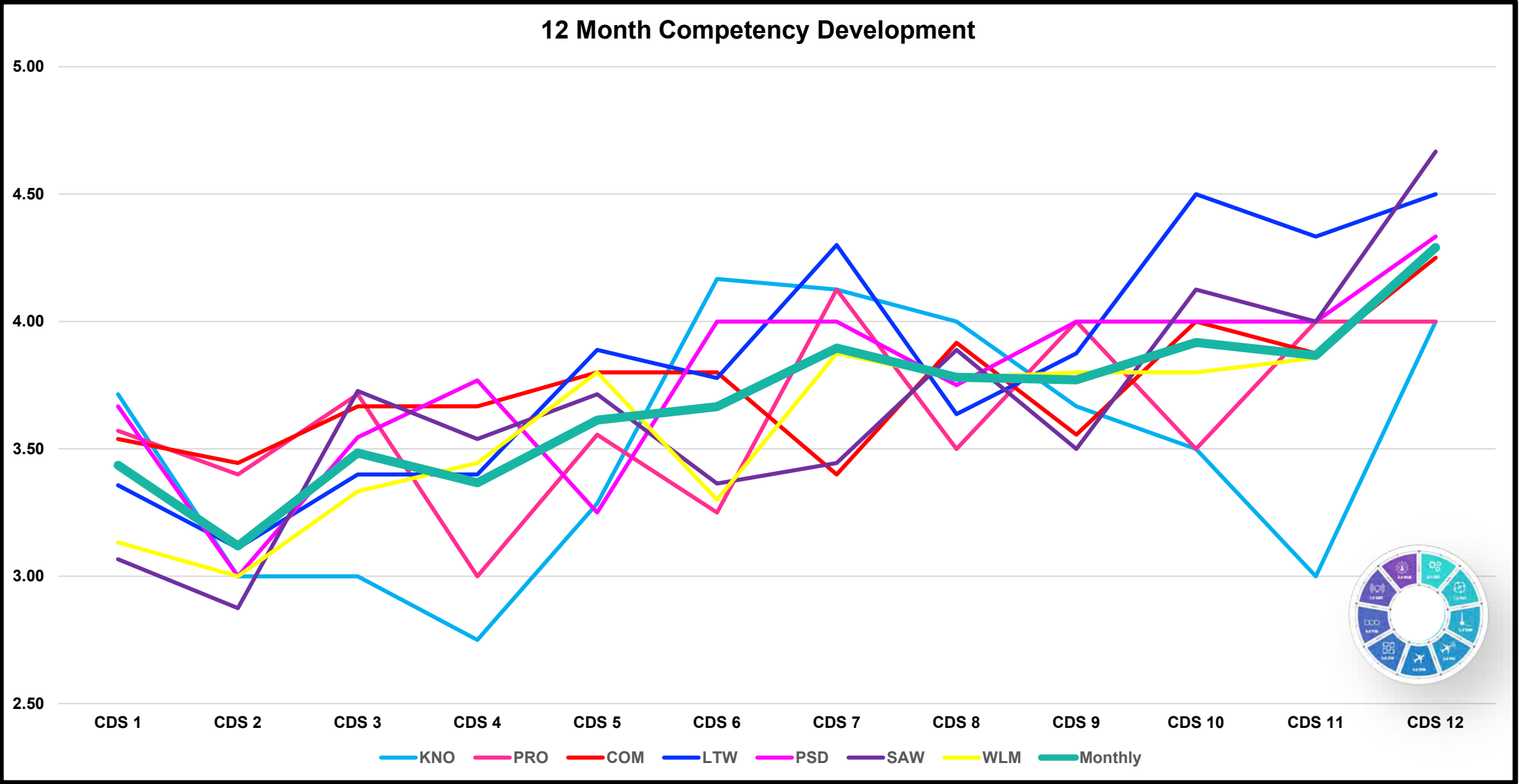


Resilient Pilot

Confidence Personal Countermeasure Development



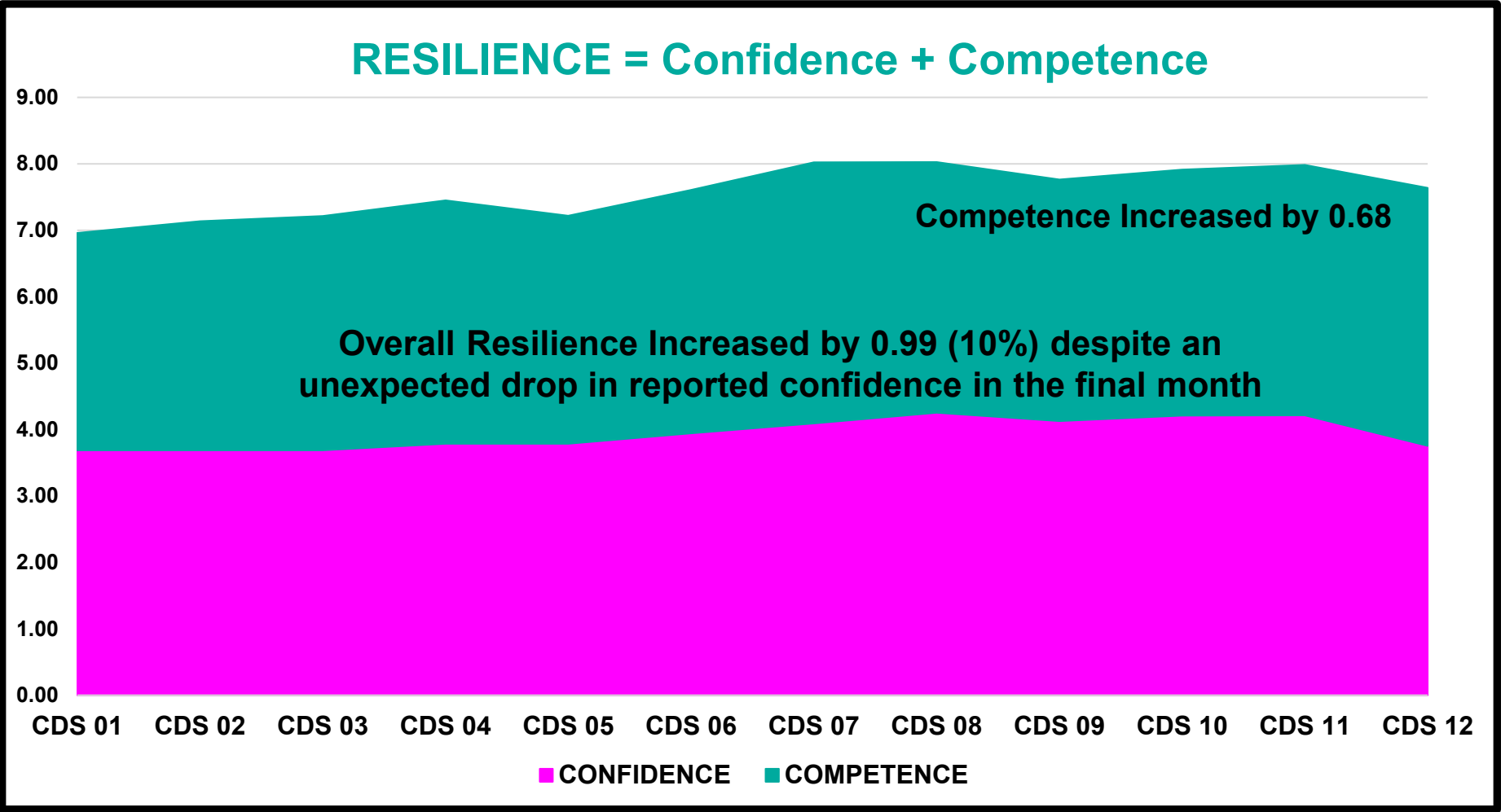
Competency Development





Resilient Pilot

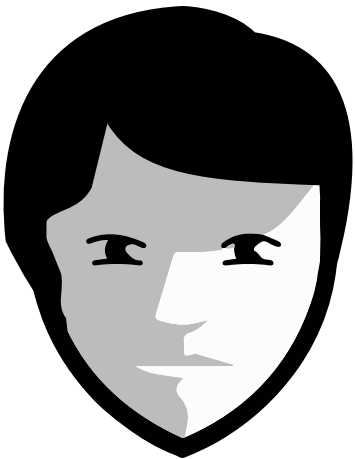
Overall Resilience Increase of 10%



Defining Resilience



RESILIENC
E



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