

MAYDAY

MAYDAY

**Crew Resource Management Training
Helicopter Emergency Medical Services**



AEROTEAM
Training Solutions



**COPENHAGEN
GAME LAB**

Agenda: A Short Introduction

MAYDAY Background

MAYDAY Benefits

MAYDAY Screen Prints

Benefits Summed Up

MAYDAY: A Concept Is Born

As a training manager, I have always strived to give my students something extra. Raising the bar, so to speak. For me, aviation training has never been about knowledge checks or a tick in the box. For me, bringing something of value into the training sessions is stimulating and motivating.

I have practiced and facilitated Crew Resource Management and Human Factors Training for more than 15 years. Making sure that everything I teach complies with regulations from EASA, FAA, and ICAO. Aviation is a heavily regulated field, and pilots, cabin crew, and maintenance staff must keep up through regular training courses. But I have always felt it was quite challenging to maintain and develop an acceptable knowledge level within the current training options. So how could I rethink the field of aviation training?

Three years ago, a sick bat put a temporary end to my teaching. Covid came, and we all had to stay home – with nothing else to do but try to keep our personal lives and businesses afloat. Personally, I worried that it could potentially take years for things to return to normal. If ever. But instead of wallowing in self-pity, I rolled up my sleeves and started to see my own experience in a new light. This process gave rise to the conception of **MAYDAY**.

Training – the **MAYDAY** way – means that participants interact and make decisions to solve the challenges at hand. The scenario-based learning structure essentially means that they can learn from their mistakes without facing the consequences. An approach called Active Learning. I ask questions, give tasks, and open for discussions. In turn, my students get a good group dynamic, enhanced skills, and valuable feedback.

Prior to my career in aviation training, I practiced as a cabin crew member for 10 years, before I operated as a pilot for almost 10 years. Jobs which provided me with a good understanding of the dynamics that play out onboard an airplane. Good and bad. From this experience, I also learned the importance of good teamwork. A non-technical skill which is trained through **MAYDAY** alongside communication, decision-making, situational awareness, and leadership.

For me, the pandemic became the stepping-stone for rethinking aviation training. We must involve participants in the learning process rather than just engage in knowledge checks.

That is what makes **MAYDAY** a unique training solution.

- Søren Seindal Agner, CEO

What's in It for You?

Using **MAYDAY** in your training gives you several benefits

1. **Plug and Play-solution** – The scenario-based training concept is easy to implement since the training is a very structured process, in which participants must answer questions and make decisions.
2. **Saving resources** – The trainer needs little to no preparation before classes as the learning process is driven by realistic dilemmas and interactions primarily between the participants.
3. **Effective learning** – The concept uses Active Learning, where the participants engage in their own learning by thinking, discussing, investigating, and making decisions as a unit.
4. **Assessment of skills** – The concept makes it possible to assess non-technical skills in the learning environment and provide effective feedback to participants on their performance by observing their behaviour.
5. **Management report** – Your organisation receives valuable feedback on the performance of the players which enables you to uncover problem areas and resolve complicated or potentially dangerous safety-related tasks in the operational environment.
6. **Safe learning environment** – Mistakes can be made without physical consequences. This approach enhances the learning outcome for the participants.
7. **Facilitation training** – The trainer develops skills in facilitation (learning by doing still applies).
8. **Motivated participants** – The concept is also a game in which the participants complete the training – and have fun at the same time.

How Does the MAYDAY Game Work?

- The first task is to select the crew.
- You must discuss and reflect on the behaviours and personalities of the different crew members before selecting the final crew.
- As a team, you will encounter different challenges and dilemmas that you would normally face in the operational environment.
- During the duration of the training, the crew will progress through 6 steps: Check-in & crew selection, scramble, outbound, on site, homebound, and de-briefing.
- There are no right or wrong decisions, but all decisions have a consequence – which will inevitably affect the outcome.
- The tool incorporates **Crew Safety**, **Mission Success**, and **Compliance** to emphasise that flying these missions requires a balance between these factors. This means that no matter which problems you encounter, or how you resolve them, it will manifest as one or more of the three.
- During the game, there will be several possibilities for reflections in the group. This enables the participants to gain and anchor learning about crew resource management, human error, and flight safety.

MAYDAY: A Hands-on Learning Experience

- The MAYDAY CRM Helicopter Training Tool is aimed at helicopter flight crew and technical crew in HEMS, SAR, off-shore, and other helicopter operations.
- The following slides contain selected screen prints from the MAYDAY Active Learning Tool to get a touch of the learning environment.
- Training of non-technical skills demands a hands-on learning experience to understand the full value of the active learning model.
- Therefore, we offer you a full 1-hour demonstration of the MAYDAY Active Learning Tool.
- If you decide to move forward with MAYDAY, you will be offered a 3-hour facilitator training course, making sure everything will go smoothly with your execution of MAYDAY.

Welcome to the MAYDAY Game

The first task is to select your crew



This process creates good discussions about ATTITUDE and BEHAVIOUR

Drag & Drop from the centre position only

Every card describes the personality of each potential crew member. It is your job to assemble a team which you believe can efficiently solve the tasks at hand.

You must choose 5 crew members for the flight, including pilots, medical staff and an operator.

Your Choices Have Consequences

Each crew member has different strengths and weaknesses

Click on each member of the crew to learn about their issues and experiences.

MAYDAY

CREW // Select crew

Next



Christian
Captain



Michael
First Officer

Paramedic



Louise
System Operator



Stuart
Doctor

Jim is married and has two grown up children. He loves life in the hangar but loathes the amount of paperwork he has to complete after a job. He is also known for being stubborn.

Paramedic experience

1

2

3

4

5

SO experience

1

2

3

4

5

 **Persistent**

Jim
Technical crew
Age: 56



Crew experience

Pilot	
Pilot	
Paramedic	
System Operator	
Medical	

Personal issues

Complacent

Restless

Enclosed

Persistent

The **consequences** of your decisions are displayed as **Experience** and **Personal issues** that may affect the outcome of the flight.

Keep in mind that the consequences and attributed issues may have a negative impact on the performance.

Time for Reflection

The CRM Training Tool incorporates stages of reflection

The reflection phases allow the players to step out of the game for a moment to reflect on their own reality, decisions, and experiences.

MAYDAY

REFLECTION #1

Confirm

When selecting the crew for the mission, you discussed different behaviour and personalities and the effect it could have.

Type your answer here

In your work, have you experienced any situations where behaviour or personality - your own or others - affected your ability to work effectively as a crew; and how did you deal with these situations?

How do you prepare yourself to be on alert all the time?

Type your answer here

How do you deal with the uncertainty of not knowing what to expect on a mission?

Type your answer here

When preparing and briefing in the beginning of the duty period, how do you react if you disagree with conclusions and how do you handle any

Type your answer here

The in-game reflections of CRM and safety issues draw focus and attention to your own situation

Every Choice Has a Consequence

You can clearly evaluate the consequences of your decisions

The screenshot displays the MAYDAY game interface. At the top, the 'MAYDAY' logo is on the left, and navigation tabs for 'CHECK-IN', 'Briefings', and 'Waiting for facilitator...' are on the right. The 'Waiting for facilitator...' tab is highlighted with a yellow circle and an arrow. Below the tabs, there are five main sections: 'Resources' (with two white squares), 'Crew Safety' (with a progress bar of 10 dots, 4 of which are blue), 'Mission Success' (with a progress bar of 10 dots, 4 of which are blue), 'Compliance' (with a progress bar of 10 dots, 4 of which are blue), and 'Crew' (with five crew member icons). Below these are four decision cards: 'Distraction' (orange header, text: 'You were distracted in your pre-flight inspection. You forget to call back. You get: -1 Crew Safety, -1 Compliance'), 'Damaged survival suit' (orange header, text: 'You leave it as it is. You are probably not going in the water anyway. You get: -1 Crew Safety, -1 Compliance'), 'Lack of sleep' (green header, text: 'Walther checks in after 1 hour. You get: +1 Crew Safety, +1 Mission Success, +1 Compliance'), and 'AED Battery uncertainty' (orange header, text: 'You are ok with the battery state of charge. You get: -1 Mission Success, -1 Compliance'). To the right of these cards is a 'Threats' section with three orange buttons: 'Distraction', 'Damaged survival suit', and 'AED Battery uncertainty'.

There are no right or wrong decisions. Some decisions have a negative impact on **crew safety**, **compliance**, and **mission success**, whereas others have a positive influence on these factors.

Call the **facilitator** to get to the next phase of the mission.

Since you can never resolve all issues at once, you and your team must **prioritise your actions** and **make qualified decisions**.

Briefings Guide the Mission

The crew receives updated information and must face dilemmas during the flight

Status update
72 hours Duty 08:00 - 08:00
Date: 2nd of March

Landed at 03:13 with a remark in the logbook.
Vibrations in helicopter felt during hover on a training flight.
Released at 05:45. No Fault Found.
FUEL: Endurance 3:00 Hours.

BASE Location information:
WEATHER
TAF 020511Z 0206/0306 VRB 02KT 8000
FEW004 TEMPO 0206/06/0213 BKN004 BECMG
0217/0219 07010KT TEMPO 0219/0306
BKN008
METAR 020750Z AUTO 35004KT 7000 OVC014
BKN008 5/4 Q1001
HELIPAD EQUIPMENT
Full Facilities

Map Labels:
Darby
H #1
H #2
H #3
H #4
HEXA
EX D 103 5000 MSL GND
EX R 02 11000 MSL GND
EX R 01 5000 MSL GND
Glendale
Parry

Scale: 50 NM

Weather Box:
You have to check the weather conditions at each location before you can close this popup.

Click on the different hospitals to view relevant information.

The hospitals are marked as #1, #2, #3, and #4.

The crew is guided by status updates and briefings.

Each round contains different information about the weather, locations, and equipment.

Check-In, Outbound, Scramble

The training sessions takes the participants through the different mission phases



No matter how the carefully crew navigates the different dilemmas, they will inevitably face one or more critical events.

The question is how they resolve it?

The threats the crew encounters throughout the different phases of the mission are visible here.

The threats are at risk of turning into critical events.

Debrief with SPEAK UP

The crew evaluates the mission using our SPEAK UP debriefing tool

MAYDAY

SPEAK UP

Submit

SPEAK UP

Perform a debriefing of the current mission. Fill out the briefing tool and perform a debriefing for the class.

Setting / Scenario	This is...
Personal Experience	I felt...
Emotions, feelings, experience	When we...

Threats:
Distraction, Damaged survival suit, AED Battery uncertainty, Survival suit, Survival suit, Weather Radar U/S

SPEAK UP stands for:

S – Setting/Scenario
P – Personal Experience
E – Emotions/Experience
A – Actions/Reactions
K – Knowledge gained

U – Unsolved issues
P – Precautions/Training

SPEAK UP is a debriefing tool which addresses the decisions, dilemmas, and disagreements that the crew has faced during the mission.

All data is collected and assembled into a management report which highlights the decisions, issues, and consequences which surfaced during the training.

Summing Up the Benefits

MAYDAY offers multiple benefits both in terms of learning and cost

ECONOMY

- Low cost per user (time & money)
- Minimal instructor preparation
- Input to management for solution of problems & challenges
- Compliant with EASA & FAA
- Built-in company Safety Survey (feedback to management)
- Data reports for SMS and CBTA
- Continuous improvement of the entire organisation

CRM TRAINING HELICOPTER



LEARNING

- Enhances non-technical skills
- Very high learning effect
- Scenario-based training that simulates real life
- Introduction to safety tools
- Insights into company CRM and safety issues
- Motivating & fun
- The key to Active Learning

MAYDAY: An Indispensable Training Tool for Any CRM Trainer

MAYDAY is a digital training platform

MAYDAY is an instructor-facilitated interactive classroom training tool!

MAYDAY is scenario-based aviation training which introduces simple simulations of the complex situations that play out in the operational environment

Have **fun!** But
remember,
SAFETY is not a
game

If you have any questions, big and small,
please do not hesitate to reach out to us:

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