

MAYDAY

MAYDAY

Crew Resource Management Training
Flight Crew & Cabin Crew



AEROTEAM
Training Solutions



COPENHAGEN
GAME LAB

Agenda: A Short Introduction

MAYDAY Background

MAYDAY Benefits

MAYDAY Screen Prints

Benefits Summed Up

Benjamin Arnason

Title: SCCM / CA

Age: 36

Benjamin has seven years of experience from the cabin. He has a lot of self-confidence and once challenged the directions of a Senior Cabin Crew Member while not in that role.

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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 of two pilots and four cabin attendants.
- As a team, you must complete a pre-flight briefing using Threat and Error Management.
- During the duration of the training, the crew will be challenged with 3 phases: Check-in, pre-flight & boarding. Each phase presents different scenarios and dilemmas. To resolve these, you must make decisions and prioritise.
- There are no right or wrong decisions, but all decisions have a consequence.
- The consequence of each decision is reflected as **Risk** and/or **Inconvenience**.
- 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 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

MAYDAY

CREW // Select crew

Crew Information

Confirm

Michael Jensen

Title: Pilot

Age: 26

Joan Lindström

Title: SCCM / CA

Age: 42

Benjamin Arnason

Title: SCCM / CA

Age: 36

Benjamin has seven years of experience from the cabin. He has a lot of self confidence and even once challenged the directions from a purser while not in that role.

Martha Patterson

Title: CA

Age: 22

Sara Sanders

Title: CA

Age: 25

Lillian A

Title: CA

Age: 33

Jan Barnes

Title: Captain

Age: 37

First Officer

Joan Lindström

Title: SCCM

Age: 42

CA2

CA3

CA4

Drag & Drop from the centre position only

Choose 2 pilots: Captain and co-pilot

Choose 4 cabin crew members: 1 SCCM and 3 CA's

Every card describes the personality of the pilot or cabin crew member. It is your job to assemble a team that can work together to solve the tasks

Consequences are reflected in the **Dirty Dozen** which are **12 factors** that have a negative impact on the performance. The relevant factors are listed below each staff member

Time for Reflection

The CRM Training Tool incorporates stages of reflection

MAYDAY

ON THE GROUND // Reflection

Flight Information

Confirm

From your own work, have you experienced situations, where you have accepted a potential threat or risk before take-off that could lead to a critical incident under the "right" circumstances?

Coming very close to limits of...

Give examples from your own work, where you have decided not to accept a potential threat or risk to avoid a potential critical incident.

Denied boarding of...

When evaluating multiple potential threats in real life, how do you determine which one is the most important at the moment? How do you prioritize?

Aviate, navigate, communicate

Threats

First aid kit unsealed

Late crew

Missed connections

Unaccompanied minors

Cello in cabin

Deportee

Database expiry

Critical malfunction

The in-game reflections of CRM 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 left is the 'MAYDAY' logo. Below it, the 'ON THE GROUND // Boarding' section contains five cards: 'Resources' (green), 'Dirty Dozens' (yellow, showing 7/12), 'Inconvenience' (blue, showing 10 white dots), 'Risk' (red, showing 10 white dots), and 'Crew' (grey, showing 6 crew icons). To the right is the 'Flight Information' section. A blue 'Turn card' is highlighted with a yellow circle and an arrow. Below these are several event cards: 'Cello in cabin' (orange), 'Deportee' (orange, showing +1 Risk), 'Water, please' (green, showing -1 Inconvenience), 'Insulin in cargo' (green, showing a task card with 'A: Locate the medicine in cargo' and a 'Default THIS turn' note), 'Threats' (a stack of orange cards: 'First aid kit unsealed', 'Late crew', 'Missed connections', 'Unaccompanied minors', 'Cello in cabin', 'Deportee'), 'Navigation Database' (green, showing a task card with 'A: Continue update. Expect 30 minutes delay'), and 'Oven and coffee machine have no power' (green, showing two task cards 'A: Call for a technician to fix the problem' and 'B: Check C/B and call for a').

There are no right or wrong decisions. Some decisions reduce **Risk** and **Inconvenience**, whereas others increase it.

Some decisions also has the potential to turn into a **Critical Event**!

...And face the consequences

You only have a limited amount of white cubes for each round. This means that you have to **prioritise your actions**

Facing a Critical Event Is Challenging

MAYDAY introduces a decision-making tool to help the team resolve the critical situation

MAYDAY

DODAR

Flight Information

Submit

DODAR

Diagnosis

Type your answer here

Options

Type your answer here

Decision

Type your answer here

Action

Type your answer here

Incident

Passenger has a severe head trauma and transparent fluid is running out of his ear.

Turbulence clears after two minutes. Patient is breathing but is unconscious.

Threats:

First aid kit unsealed, Late crew, Missed connections, Unaccompanied minors, Cello in cabin, Deportee, Database expiry, Electrical malfunction, Arguing passengers, Coffee in cabin, No intercom

BCN - CPH

Destination: Time: 1H 15 min.

Airport 1:
Time: 15 - 20 min
Single runway 2900 m, wet
Weather conditions: X-wind above limitation. heavv rain. 9

In this case, we use DODAR.

We can implement any decision-making tool into the game – such as FORDEC, GRADE, DECIDE, etc.

The details of the critical event are shown here

Built-in Survey for CRM Issues

A strong management tool for organisational improvements

The topics below are important for CRM and the general working environment of all employees. If your company were to improve on these issues, how would you prioritise them? Rate the topics below from 1 to 5, where 5 means it should be of high priority.

Safety culture

Promotion of a safety mindset and creating an "active" safety culture by having an open and honest environment, where concerns are easily communicated and reported if applicable.



Procedures and Practices

Influence on improvement of company standards and SOP together with an easy formalized way of changing/updating standards.



Working Environment

Promotion for work/life initiatives that could improve working environment.



Operational Pressure

Effective and realistic Scheduling with sufficient rest with busy periods and room for vacation



Training

The company should engage in more practical classroom training whenever possible with focus on relevant content.



This tool provides management with valuable input of the general working environment and safety level in the company. Data from the games is collected and assembled into a report

The group answers the following dilemmas by ranking them on a scale from 'Not at all' to 'Extremely'

All data is collected and assembled into a report

Summing Up the Benefits

MAYDAY offers multiple benefits both in terms of learning and cost

ECONOMY

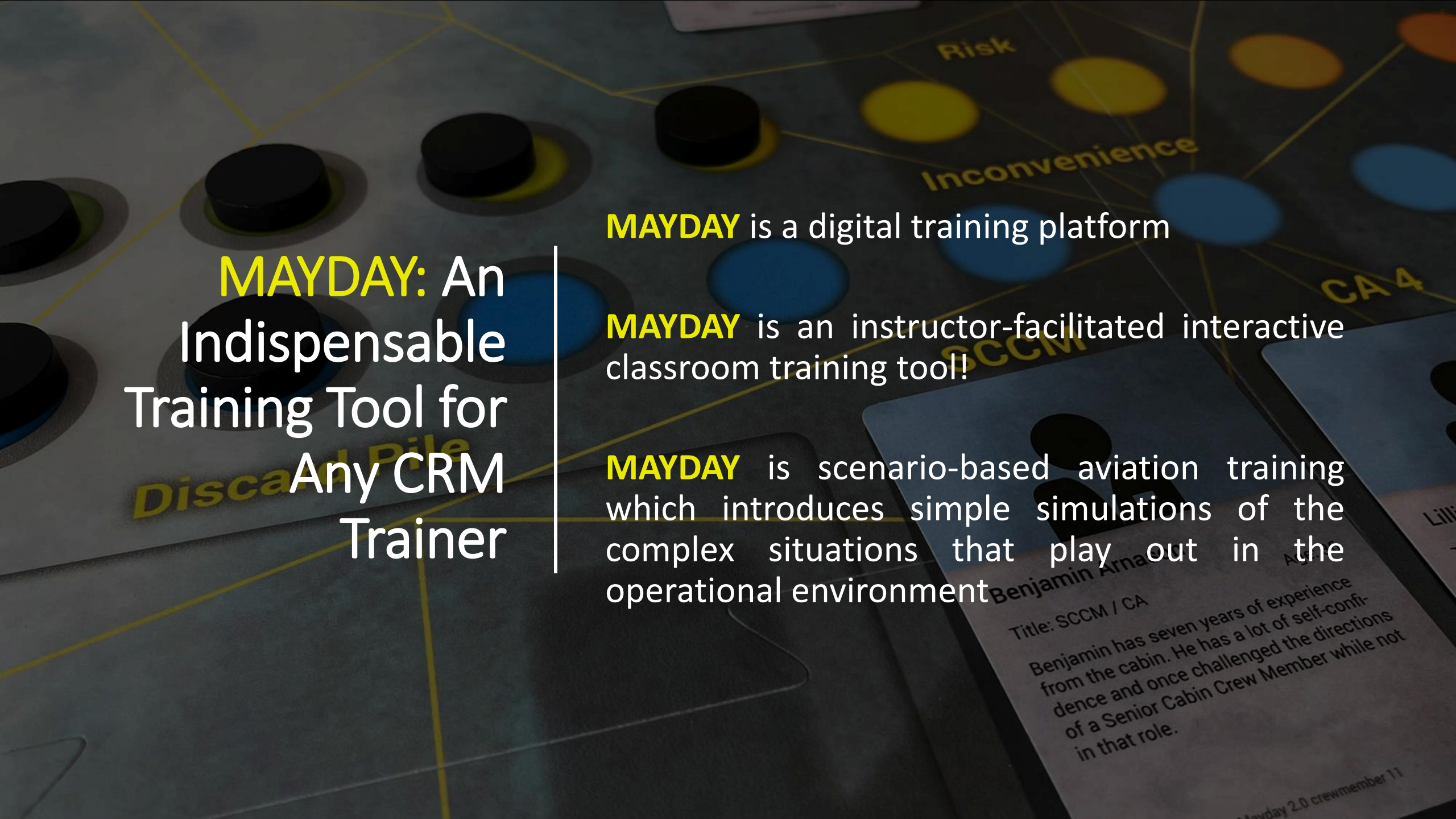
- Low cost per user (time & money)
- Minimal instructor preparation
- Input to management for solution of problems & challenges
- Compliant with EASA & FAA
- Built-in company Safety Survey (feedback to management)
- Data reports for SMS and CBTA
- Continuous improvement of the entire organisation

CRM TRAINING AEROPLANES



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

Title: SCCM / CA

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

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

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