

Assessment Skills for Cabin Crew Line Trainers

Course Information

This 1-day course has been designed to give Cabin Crew Line Trainers the necessary knowledge and skills required to facilitate crew assessments on the line.

Essentially, assessments on the line are focussed on the behaviours demonstrated by crew, whether about safety, service or non-technical issues.

So, this course will include both theoretical and practical sessions to strengthen line trainers' ability to brief, assess fairly and debrief the trainees.

Who should attend this course?

The course will be valuable for:

- ▶ As a refresher for existing Line trainers;
- ▶ Cabin crew preparing to become Line Trainers;
- ▶ Senior Cabin Crew Members/ Pursers;
- ▶ Cabin Crew Managers.



Course Syllabus

Introduction:

- What is behaviour?
- Observing behaviour.

Assessment:

- Introduction to assessment skills;
- Introduction to a process for observing and rating behaviours;
- Understanding the problems and difficulties in observing behaviours.

Practical:

- Practical sessions for observing, categorising and rating behaviours.

Briefing and debriefing:

- Understanding the importance of briefing, debriefing and feedback
- Practical exercises

Conclusions