Service Leadership - empowering onboard leaders

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Service Leadership

Empowering Onboard Leaders

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CUSTOMER’S EXPECTATIONS regarding CABIN CREW

- PUNCTUALITY
- COMFORT
- PLEASURE
- TAKE CARE
- AVAILABILITY
- SAFETY & SECURITY
- ORGANIZATION
- EFFICIENCY
- COMPLIANT WITH PROCEDURES
- SAFETY & SECURITY
- COMPLIANT WITH PROCEDURES
- ORGANIZATION
- EFFICIENCY
What makes a good cabin crew leader?

- Positive attitude
- Enthusiasm
- Humility
- Responsibility
- Experience sharing
- Good listener
- Resilience
- Empathy
- Situation awareness
- Problem solving
- Passion
Expectations

- Empower People
- Inspire People
- Lead Change
- Shared Vision

Leadership

Competencies

Building your own performance day by day

Communication

- Chat
- Share

Mentoring

- Motivation
- Advice
- Success
- Goal
- Support
- Coaching

Alitalia Air France
History & Evolution of Cabin Crew Training

From 1950 to 2020

1950 - 1960: Big Classrooms & Blackboards

1970 - 1980:
- Handout
- Manuals
- Transparencies slides

1990 - 2000:
- Power point
- Video
- CBT
- E-learning
- VR training
NEED FOR SPECIFIC TRAINING FOR CABIN CREW LEADERS?
✓ Specific technical training
✓ Specific equipments and systems
✓ Specific courses (CRM)
✓ SMS and managing safety
✓ Specific course on mandatory reporting
✓ Reporting requirements
✓ Operational fatigue reporting,
✓ Promotion of reporting culture
Specific courses on:

- observation techniques
- evaluation (strength and points of attention)
- decision making process
- empowerment and skills development
- autonomy