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To whom it may concern

Customer Feedback by Head of Operations Zurich Airport, former Head of Cockpit Crew
Swissair

Re Team Training to improve team effectiveness under increased pressure

In 2001 Swissair ran two-day team training seminars aiming at improving team performance within the flight deck and cabin crew staff group. The training event called for mixed groups of pilots and pursers to get engaged in complex, observable situations. They then did – under skilled guidance by trained facilitators - critically analyse personal behaviours, define the individual's influence on the team and propose alternative ways of how to do the things.

Our crewmembers received this highly interactive team training extremely well – especially the professional mix within the teams and the critical behavioural analysis on the basis of the validated NOTECHS (Non Technical Skills) behavioural markers were highly appreciated.

From my point of view these three key elements made the training a success:

- Validated behavioural markers (NOTECHS, adapted then by Swissair),
- A lively, interesting, sociable training environment represented by a computer simulation, and
- Observation and analysis of personal behaviour upon video feedback supported by skilled facilitators.

This training had been designed in-house by Swissair's Human Factors Training Department.

The training had clearly achieved its objective: to improve team performance by introducing behavioural markers and by allowing for critical reflection on one's own behaviour under pressure.

From this specific experience I can strongly recommend such team development and team training using validated behavioural background and non-jeopardising practical training events as working with computer simulations.



Capt. Rainer Hildebrand
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