

In Naviair we have a training-philosophy basically saying that all students are colleagues and that we continue training as long as progress is seen over time. It's a declared goal to strive for a 100% success rate. You can only appreciate such a goal in a time where number of applicants are dropping and the need for ATCOs is rising. But the notion "over time" is the really tricky part. We've just succeeded with the longest OJT process that I've seen in my 14 years of being an OJT - a job well done from both OJTs and the newly appointed ATCO himself. However, it took a lot of courage from the OJTs involved to stand their ground and continue their argumentation opposite ATCO colleagues, who had lost faith in the project. My point is that no matter how good a training philosophy a training organisation can come up with it all comes down to the single OJT involved and the effort and courage they show towards their new colleague. And I'm beginning to see our training-philosophy actually pay off."

Louise G. Degner
ATCO & Head of Training, Naviair, Denmark

In our training we have had a tendency to make our simulator-exercises too complicated and with a learning curve that is too steep. The consequence has been that the students find learning too hard and the course loses momentum until the students catch up.

To change the situation, we started with an analysis of what basic methods our students really needed. Each block of training was then initiated with very basic exercises. These are less complicated to let the students focus on the basics. The purpose is to really drill basic methods, to give the students a solid ground by defining basic methodology. An example from tower training is an exercise where the entire exercise consists of aircraft just requesting taxi. This could sound boring, but it has actually proven to be a great way of learning the basics before adding complexity and traffic volume."

Petter Bylander, Head of Training
Military ATM, LFV Training Department, Sweden

A very basic way of developing competency is to get people to start discussing a topic you want to address. I have found the EURCONTROL Safety Culture Discussion Cards very helpful for this purpose. I have used them to train ANS inspectors in Windhoek, Namibia; to promote safety discussions at the Inter-Operator Safety Meetings at Eros airport in Namibia; to facilitate safety communication between safety managers in Lagos, Nigeria and to assist ICAO Experts working with the Somalia Project in Nairobi, Kenya.

I have used them like this: In a small group, have someone pick a card randomly. Read the text and then have a short discussion on the subject. Not to determine any absolute truth but rather to start a discussion and thinking on the subject. Frequently, what was being discussed can come back a few days later. The cards are available via SKYbrary at www.bit.ly/SCCARDS.

Axel Rydin, ATCO
at Stockholm Terminal Control, Sweden

Do you and your colleagues do something that other operational readers might be interested in?

Send your short examples of good practice relating to 'Change' for Issue 28 (200 words maximum) to steven.shorrock@eurocontrol.int

2e Safety Culture

Train for change

Is adequate training provided when new systems and procedures are introduced?

Training for changes in systems or procedures needs to be of adequate quality and duration, and at the right time. How can we be better prepared for future changes?

2b Safety Culture

Upskill

Do you have the training you need to help you understand the safety processes or procedures relevant to your work?

Training is available to help with safety activities such as safety assessment and occurrence investigation, to suit a variety of roles. How can you make sure you have the skills you need?

3k Safety Culture

Be prepared

Do you have the safety-related refresher training you need?

Refresher training helps ensure that you are able to cope with the demands of critical or rarely performed tasks such as emergencies and degraded modes of operation. What kind of refresher training is needed for operational and maintenance staff?