

Resilient Performance in Front-Line Operators

Nuno Cebola

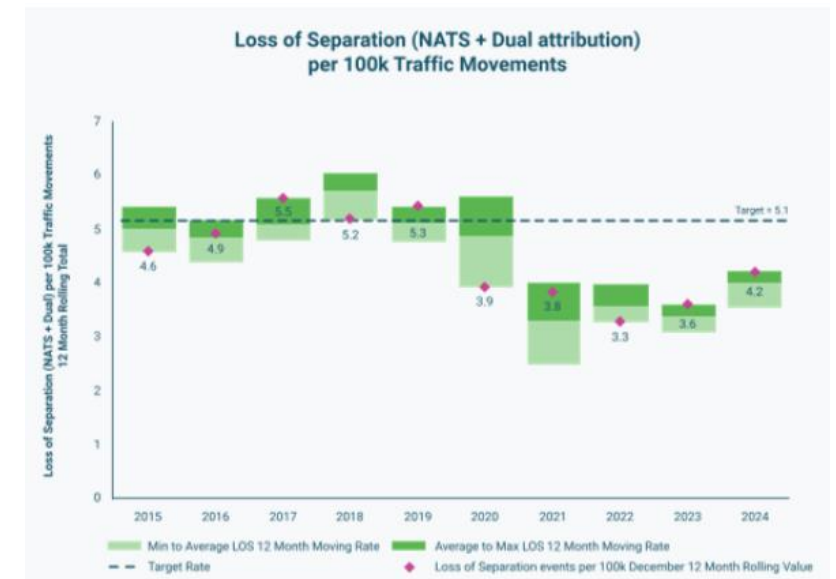
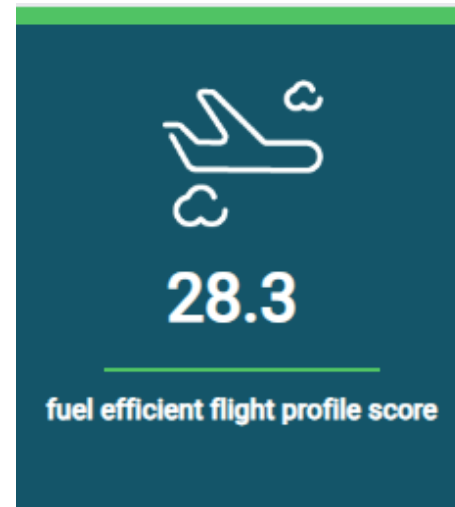
Director Human Factors & Wellbeing

The NATS logo is displayed in a white, italicized, sans-serif font. It is positioned on the right side of the slide, above the 'NATS Private' text. The background of the slide features a dark teal gradient with two bright green curved lines that sweep from the bottom left towards the top right, creating a sense of motion and resilience.

NATS Private



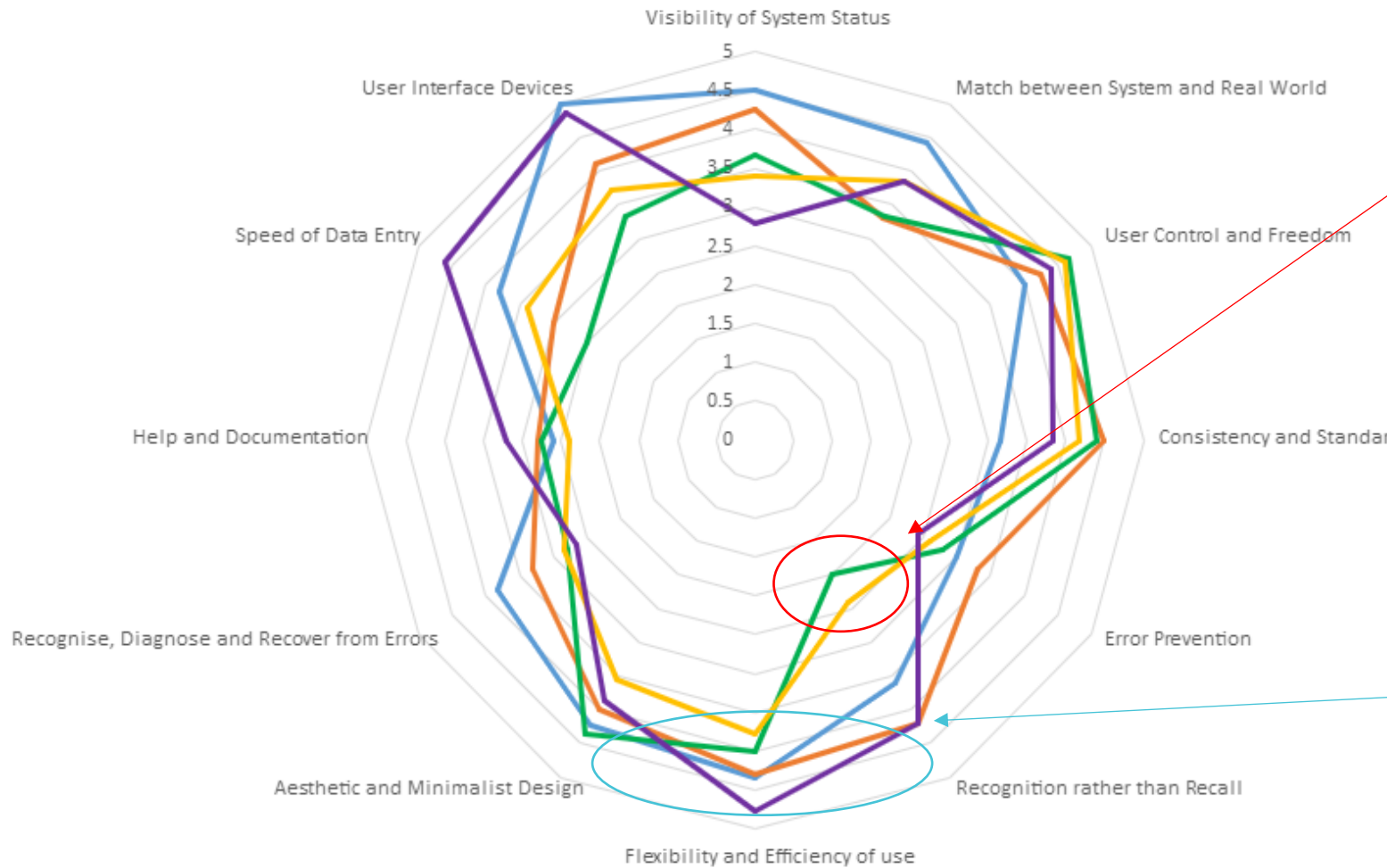
Why Resilient performance



In the beginning



Heuristic assessment



X & Y score lower on this metric due to lower levels of tool support and higher demand on controller memory.

High scoring across all systems, functionality to complete tasks is consistently flexible and efficient.

We realised we had a problem when



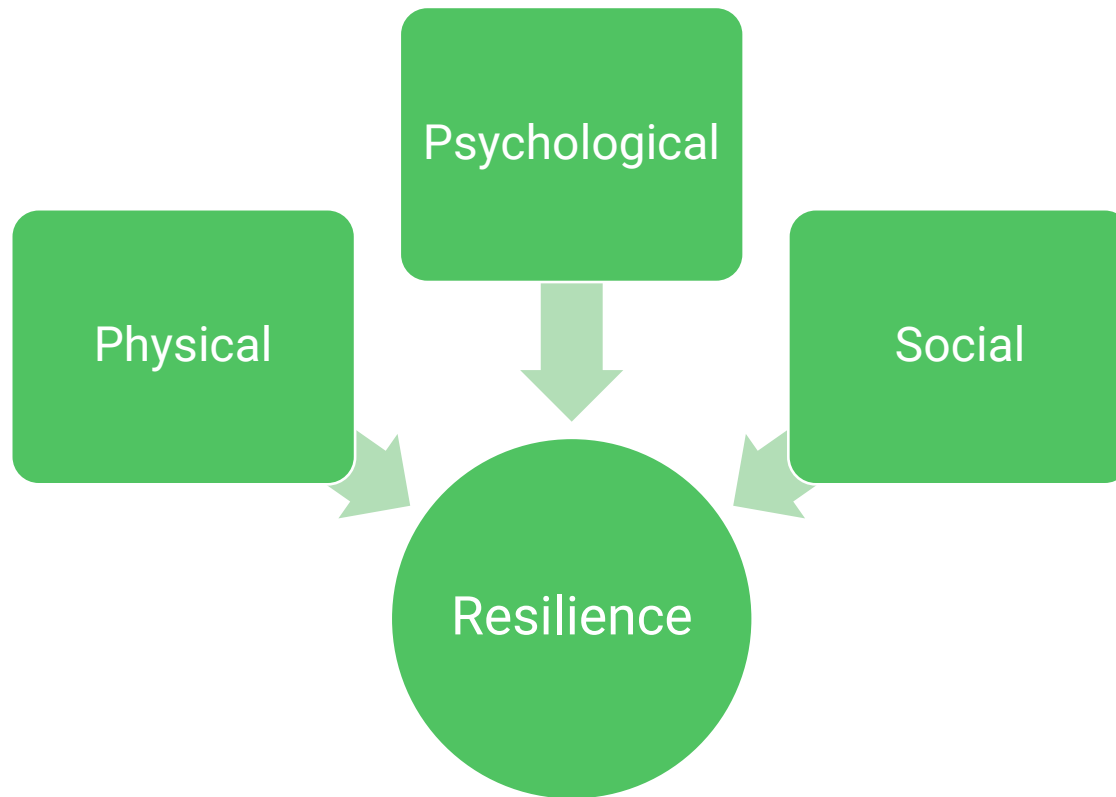
Psychosocial support

- Employee Assistance Programme
- Human Performance coaching
- HP Buddy programme
- Performance mindset
- Peer support / Critical Incident Stress Management
- Mental Health training
- Suicide Awareness Training



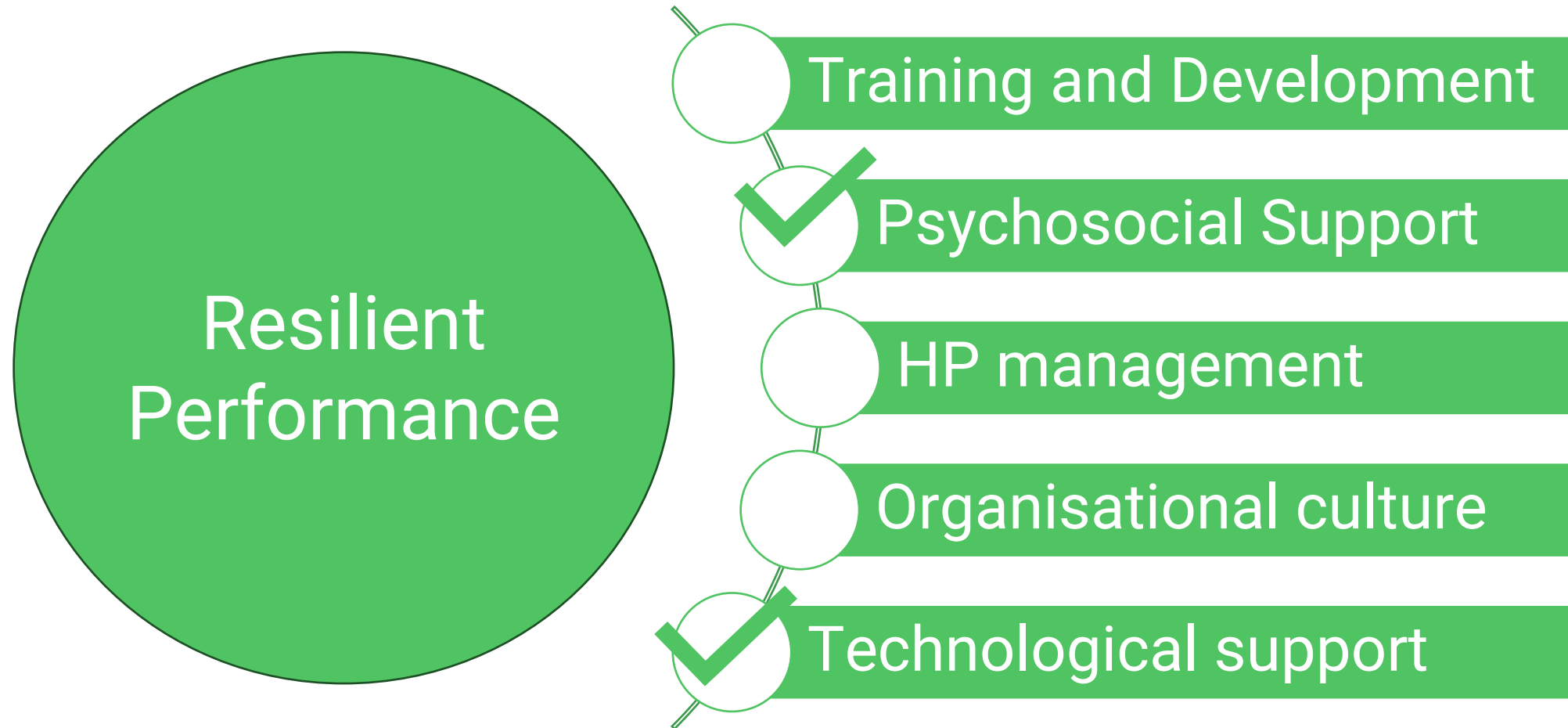
What is resilient performance?

Ability of individuals to adapt to stressors, maintain high levels of performance, and recover quickly from setbacks.



Thriving and excelling despite adversity

How to build resilient performance

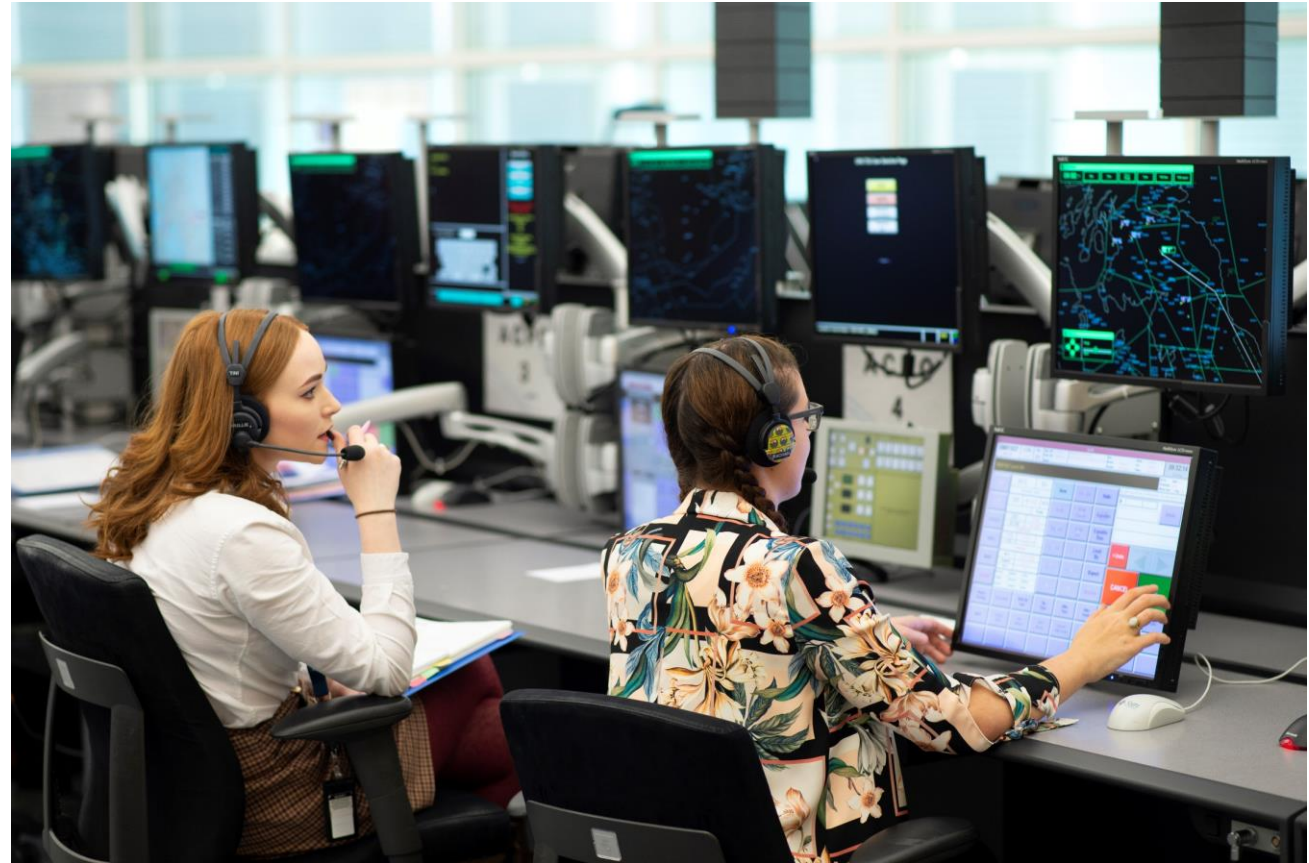


What for?



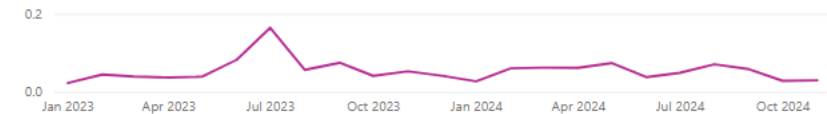
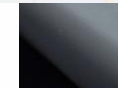
Training and Development

- TRM focused on resilience
 - Stress management
 - Adaptive thinking
 - Decision making
- Positive psychology and strengths-based psychology
 - Sports psychology and cognitive-behavioural approaches
 - Self reflection activities and discussions
 - Real world scenarios



HP management



- Rostering
- Rest facilities
- Fatigue management
- Workload and SA surveys
- Real time performance monitoring



Organisational Culture

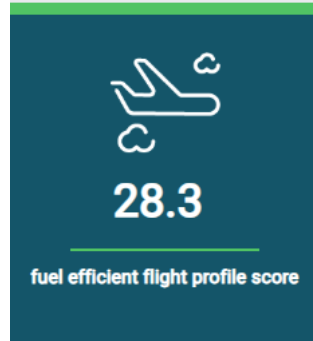
- Company Values
- Wellbeing Strategy
- Safety Culture
- Safety Behaviours
- Top 25 company



			
Communicate	Support	Challenge	Report
Actively listen. Be clear and concise. Provide & accept respectful feedback. Ensure common understanding.	Be there for your colleagues - step in, stand up and help others. Encourage confidence through open and honest conversations. Seek out other points of view.	Embrace constructive challenge. Speak up when safety could be at risk. Question yourself and others. Follow your processes and procedures.	Promptly report safety events and close calls. Don't assume someone else will do it. Identify and share lessons learned. Search 'Report it' on the Hub to report.

The point is

- Listen to your people
- Don't compromise in helping them



Thank you

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