



Dedicated to innovation in aerospace

Startle & Surprise Training Implementation
PACDEFF 2018

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Back to the Future



Do we need this?



Behavioural reactions





Aviation wisdom

Remember these...?

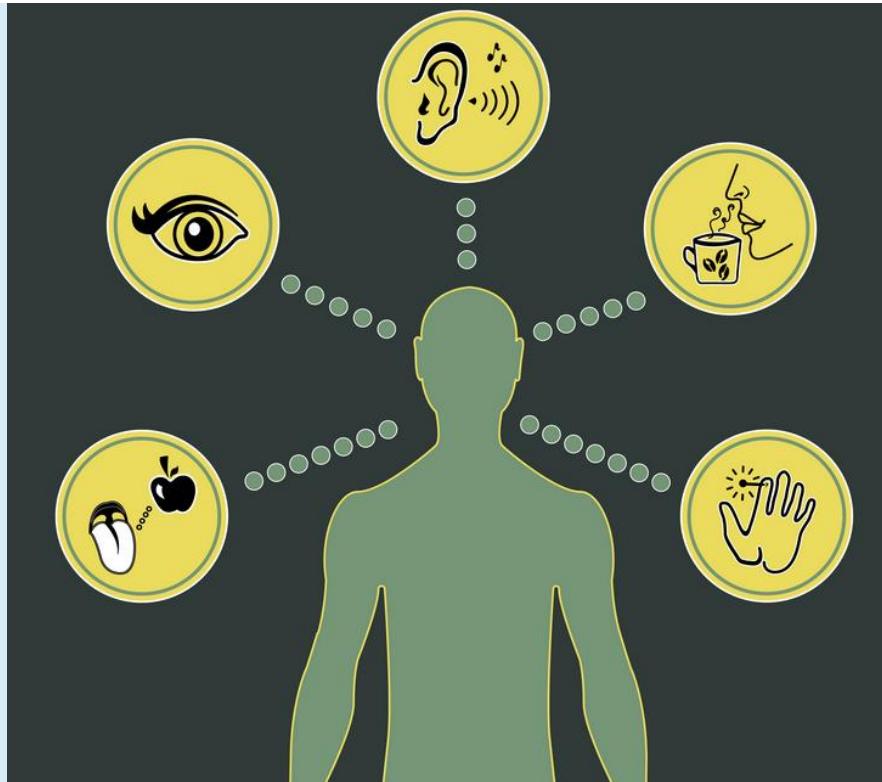
- Enjoy the failure
- Look at the big picture
- Sit on your hands

Etc...

Relax



Observe + Confirm





Three step approach

Reset

Observe

Confirm

Training evaluation trials



44 Flight crew members
- Including 22 Instructors



Short-haul: B737-NG

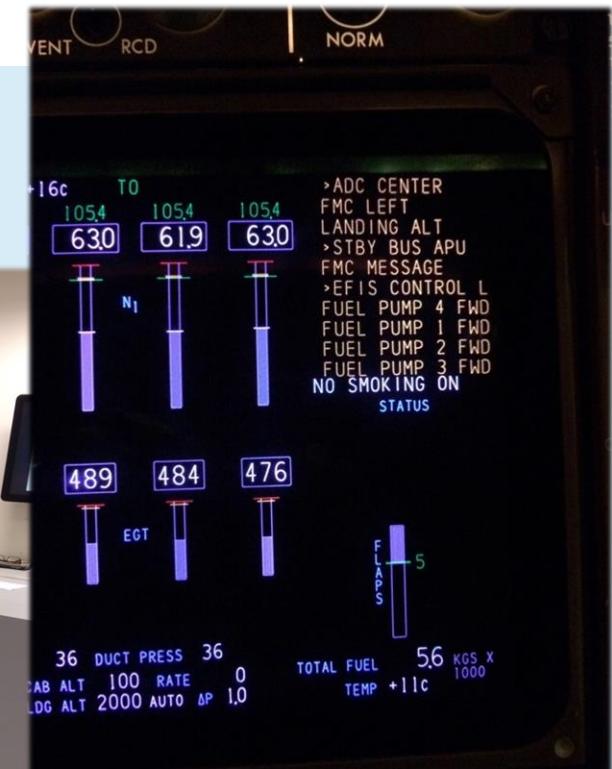


Long-haul: B747-400



And now...what?

Different levels of implementation



Content & Training Media



Startle & Surprise
LOE 2018

Royal Dutch Airlines KLM

A Microsoft PowerPoint presentation slide titled "Startle & Surprise LOE-2018-PPT-04APR2018". The slide has a blue background and features the following content:

- Waarom Startle & Surprise training?**
- Two photographs: one showing a US Airways plane on a runway and another showing a plane crashing into water.
- A map of a flight path with various flight segments labeled with flight numbers and times.
- The KLM Royal Dutch Airlines logo.

Dia 2 van 19 Engels (Verenigde Staten)



Instruction (techniques)

Training!
Not testing

It's not about
the scenarios...

Manage
expectations

Unlearning/
Direct coaching



Instructors are key

Without belief
no success...

Get senior
instructors
enthusiastic



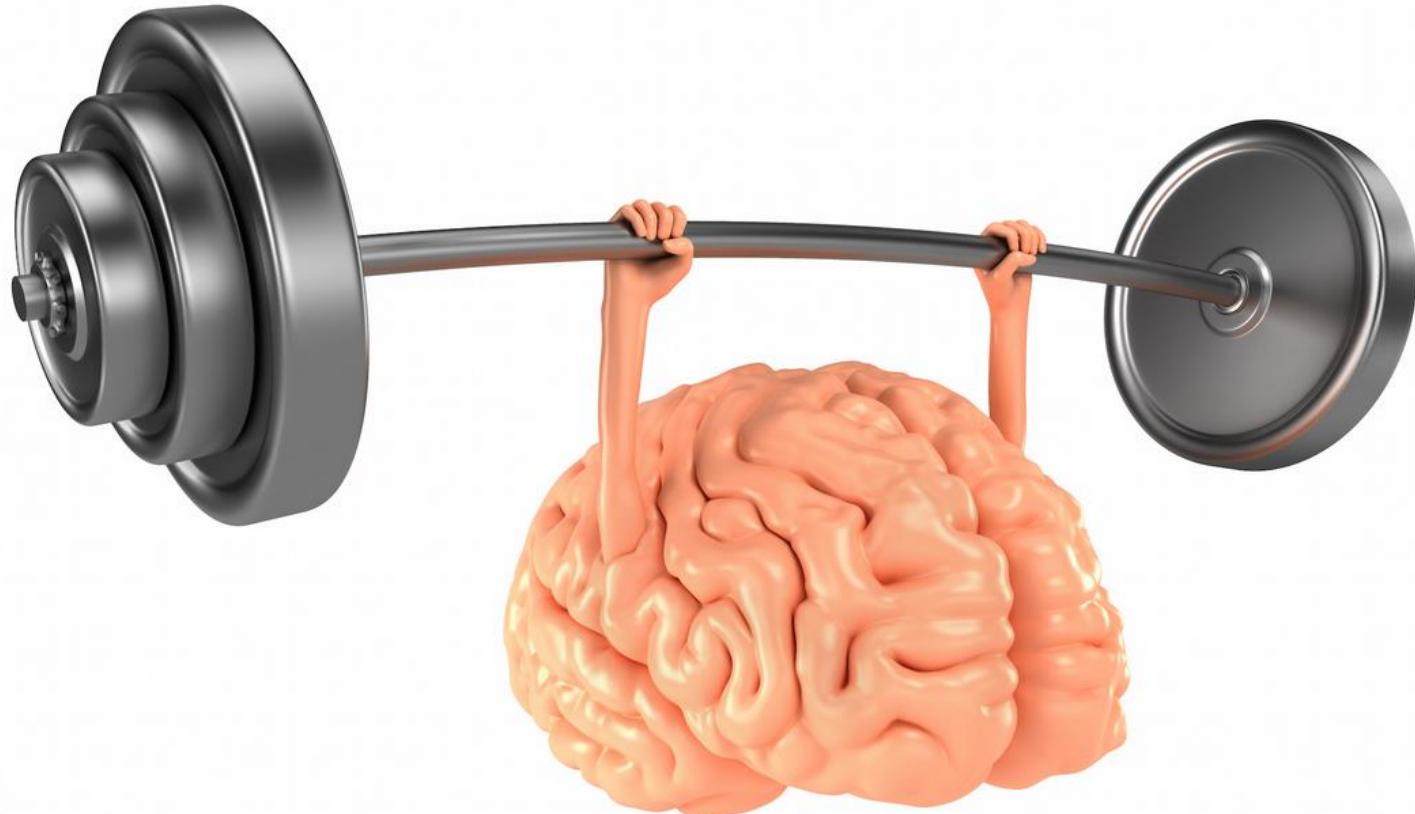
Ask actively for
feedback

RESET is a tool,
not SOP



And now...what?

It is not a trick, it is TRAINING!





Dedicated to innovation in aerospace

Fully engaged

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