

Virtual Jet Centre

PRESENTATION TO BUSINESS FORUM MID DEVON

19 MARCH 2015

About Virtual Jet Centre

- ▶ <https://www.youtube.com/watch?v=WZ2KUDamgu4>

My story



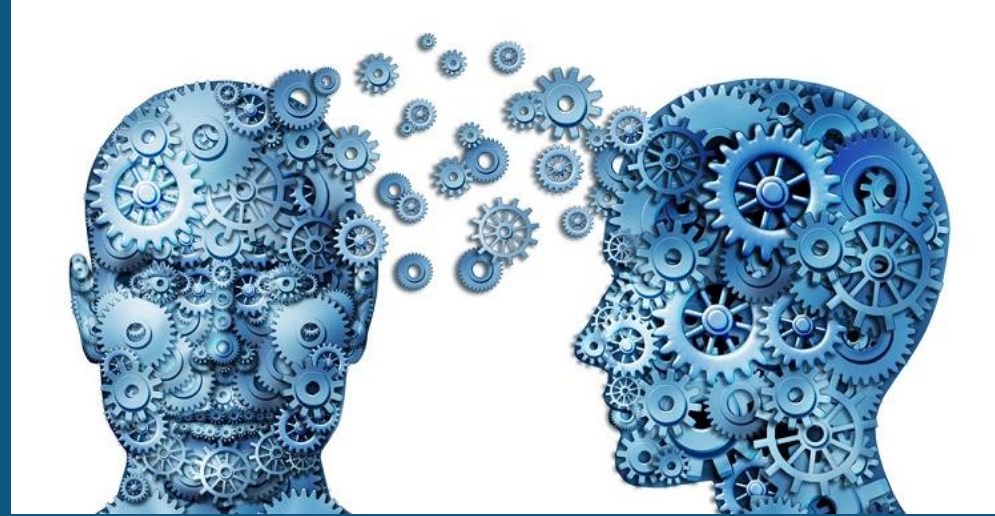
What I learnt along the way



Lesson 1: Do what you love



Lesson 2: Knowledge is powerful



- ▶ Never stop learning – when you think you know best, to the point of not listening to counter-arguments, you could be leading your team into problems
- ▶ Never stop teaching, sharing knowledge
- ▶ Knowledge is transferable - don't be afraid to apply knowledge gained to a new context

Lesson 3: No-one knows everything

- ▶ Confidence will always benefit a project
- ▶ Arrogance can be destructive
- ▶ Dominant leadership can be as problematic as no leadership

Lesson 4: We are social creatures

- ▶ Great ideas come out of group brainstormings
- ▶ Humans like to communicate their ideas
- ▶ We thrive on being listened to
- ▶ When no-one listens, we shut our own ideas & instincts down
- ▶ Our ability to process information is affected by others



Lesson 5:

We're all human – even at work!

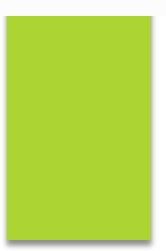
Human Factors:

- ▶ Physiology & health maintenance
- ▶ Psychology: information processing & cognition
- ▶ Stress, fatigue & their management
- ▶ Social psychology & ergonomics

SHELL model

- ▶ Hardware – physical resources
- ▶ Software - non-physical resources that govern operation (eg rules)
- ▶ Environment – immediate environment, plus socio-political & economic factors.
- ▶ Liveware – human factors eg teamwork, communication, leadership
Central Liveware - human elements such as knowledge, attitudes, cultures and stress

The birth of CRM



CRM's value to business

Understanding how:

- ▶ People work together
- ▶ People process information, make decisions, react
- ▶ Human error occurs
- ▶ Performance is positively & negatively affected
- ▶ To optimise team performance
- ▶ To pre-empt & resolve conflict

Virtual Jet Centre CRM Course

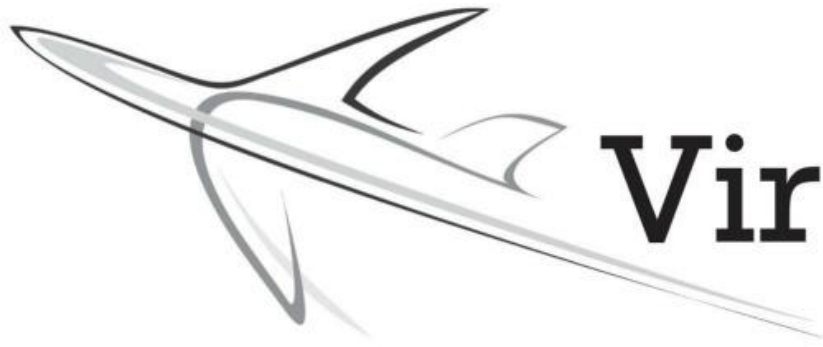
- ▶ Corporate team building & leadership development day
- ▶ Developed with expert HR partner
- ▶ Customised for your company, with objectives set by your HR dept
- ▶ Training on Boeing 737-800 flight sim & computer sim suite
- ▶ Split into 3 teams with 3 leaders
- ▶ Competitive element
- ▶ Helps develop personal leadership & confidence, team communication & coordination
- ▶ Report on employee responses, analysis of achievement

CRM helps your team understand:

- ▶ How well (or not) it works together
- ▶ How effectively the leader leads, followers follow
- ▶ The most productive rules of engagement
- ▶ How to improve communication, decision-making & delegation
- ▶ Individuals' instincts, reactions, coping capacity - & how they shape decision-making
- ▶ Negative impacts on performance
- ▶ How to improve stress management

Plus:

- ▶ Gain trust in, & respect for, each other
- ▶ Bond through fun



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THANK YOU