

Board and Operational Managers Strategic Questions

Train the Trainer
Aviation Modules



Board and Operational Managers Strategic Questions

This module is specifically for **aviation board and operational managers**. It can be used alone as a board discussion tool or as part of a broader package of briefing or training.

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Suggested timings are given below. Depending on delivery and delegate numbers, the content in this module could be delivered in 35–80 minutes.

Learning Objectives



Facilitating discussion of a range of strategic questions about disability and aviation

Guidance to Accompany Slides

Special Assistance

Suggested timings: 10–20 minutes

Purpose: To generate discussion among delegates about evidence available on **the effectiveness of special assistance services and how this can be improved.**

Encourage discussion about how special assistance is perceived by those in the airport and the airlines. There are often complaints about late arrival of assistance providers, which can delay take-off or prevent crew from leaving planes that have landed. **Are there ways to improve efficiency?**

You may wish to supplement this discussion with specific data or other evidence about how effectively special assistance is delivered, including any insights from passengers' experience.

Depending on numbers, this can be a whole-group discussion or in smaller groups followed by whole-group discussion.

Complaints

Suggested timings: 10–20 minutes

Purpose: To generate discussion among delegates about **complaints and how services for disabled people and people with reduced mobility (PRMs) can be improved.**

You may wish to supplement this discussion with specific complaints data.

Most passengers assume that the assistance they receive is delivered by the airline because they have booked assistance along with their flight booking. In fact it is delivered by (or under contract to) the airport. Over 90% of complaints directed to airlines are in fact an airport responsibility.

Get the discussion to focus on how to make sure that complaints are properly attributed and investigated.

Depending on numbers, this can be a whole-group discussion or in smaller groups followed by whole-group discussion.

Staff Training

Suggested timings: 10–20 minutes

Purpose: To generate discussion among delegates about **training needs in relation to disabled people and PRMs.**

You may wish to supplement this discussion with specific training needs analysis data or draw on service data, complaints and other evidence of service performance.

Depending on numbers, this can be one whole-group discussion, or start off in smaller groups and finish off with the whole group.

Your Role

Suggested timings: 5–20 minutes

Purpose: This slide summarises the role and responsibilities of **board and operational managers**.

You can use it as a summary slide, or to encourage discussion about current levels of delegate knowledge on disability law and good practice, confidence that policies and practices are compliant, and staff's understanding of how to comply with the law and provide a good level of service to disabled people and PRMs.



REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger **REAL** Person



Department
for Transport