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Welcome!

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Emotional Safety in the Flight School



Presented by Peg Ballou
CFII, AGI, Owner Ballou Skies Aviation

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Peg Ballou

- CFII, AGI, owner Ballou Skies Aviation
- Earned private certificate in the Dark Ages when pterodactyls flew
- Raised children/home educated 28 years
- Recertified 2007, CFI in 2012, CFII 2016
- 2,400 total time with 1300 dual given
- AOPA Distinguished Flight Instructor 2015, 2017, 2018 and 2019
- NAFI Professional Development Program instructor
- FAASTeam Representative CLE FSDO

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Overview

- I. Review of Maslow
- II. Physical Environment
- III. Stories
- IV. Offensive Language
- V. Sexual Harassment
- VI. Organizational Tolerance of Behavior

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I. Maslow

A Theory of
Human Behavior
1943



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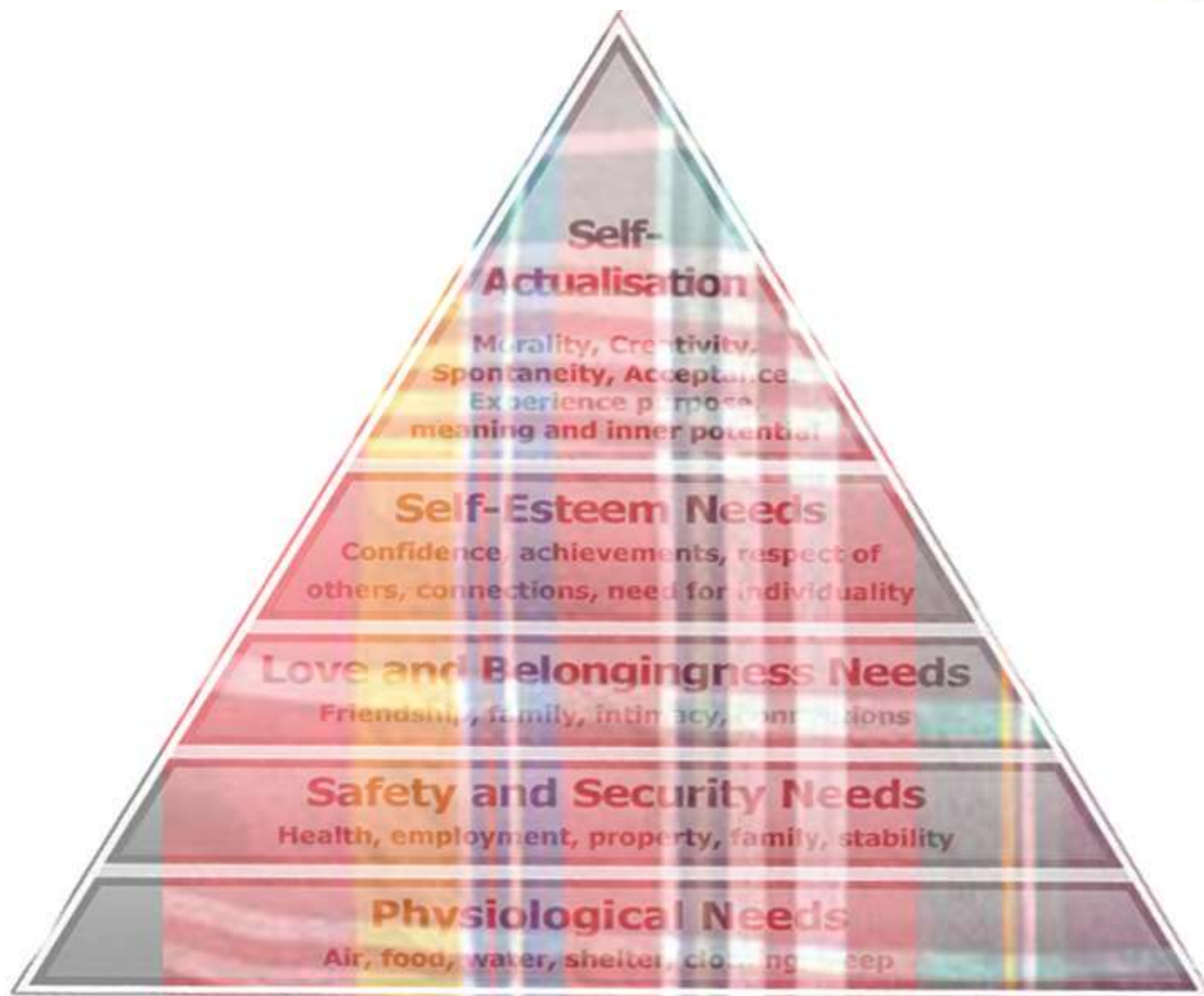
Needs?

Wants?

Maslow's Hierarchy of Motivations









Safety and Security Needs

Health, employment, property, family, stability

Morality, Creativity,
Spontaneity, Acceptance.
Experience purpose,
meaning and inner potential

Self-Esteem Needs

Confidence, achievements, respect of
others, connections, need for individuality

Love and Belongingness Needs

Friendship, family, intimacy, connections

Safety and Security Needs

Health, employment, property, family, stability

Physiological Needs

Air, food, water, shelter, clothing, sleep

Flight Instructor's Manual

- **“Insecure and unpleasant training situations inhibit learning.”**
- **“Students also need to be reminded that emotions play a large part in determining how much information is retained.”**

From Chapter 7. Instructor Responsibilities and Professionalism

“Minimizing student frustrations in the classroom, shop, or during flight training is an instructor’s responsibility. By following basic rules, instructors can reduce student frustrations *and create a learning environment that* encourages rather than discourages learning.”

II. The Physical Environment



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The Physical Environment

- Art
 - Risqué cartoon “jokes”



The Physical Environment



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***“They have to have a messenger like myself who looks like them.”
–Magic Johnson–***

The Magic Of Business Aviation [Russ Niles](#) October 22, 2019

Emphasis mine



The Physical Environment



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III. Sharing Your Students' Stories



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IV. Offensive Language & Vulgarity

“Proper Language In aviation instruction, as in other professional activities, the use of profanity and obscene language leads to distrust or, at best, to a lack of complete confidence in the instructor. Many people object to such language. The professional instructor speaks normally, without inhibitions, and speaks positively and descriptively, *without profanity.*” (emphasis mine)

DAVID O. SELZNICK'S PRODUCTION OF MARGARET MITCHELL'S
GONE WITH THE WIND



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V. Intimidation- Prejudice

“Acceptance of the Student

The instructor must accept students as they are, including all their faults and problems. The student is a person who wants to learn, and the instructor is a person who is available to help in the learning process. Beginning with this understanding, the professional relationship of the instructor with the student should be based on a mutual acknowledgement that the student and the instructor are important to each other, and that both are working toward the same objective.

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Intimidation- Prejudice

“Under no circumstance should the instructor do anything which implies degrading the student. Acceptance (rather than ridicule) and support (rather than reproof) encourage learning. Students must be treated with *respect, ...*” (emphasis mine)



Current atmosphere

- Guilt by accusation
- Perception vs. reality
- Unintentional bias
- Body position
- Prejudice still exists.

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GENERAL AVIATION NEWS

WHY

News Opinion Events Classifieds Aviation Job Search

Revisiting a pot that could use stirring

OCTOBER 1, 2019 BY JAMIE BECKETT — 39 COMMENTS

In the several years I've been writing this column I've never occasion to immediately follow up a piece with a second p topic. It just didn't seem relevant. Until now.

It's not unusual for me to receive email from readers. I ans them, only rejecting the anonymous ones. Yet, last week w time I was physically stopped by female pilots who wanted for writing a piece about their travails. Their gratitude was that got me thinking.

Appearance isn't everything was intended to illustrate the l respect women often face when moving into the aviation ir

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7:43 PM Tue Oct 22

Boldmethod

Home Reviews Photos Videos Posts

Boldmethod
October 8 at 5:15 AM · 🌐

Thoughts?

via General Aviation News

GENERALAVIATIONNEWS.COM
Appearance isn't everything
The stereotypical image of a pilot needs to change.

Erika Armstrong- The Pilot Brain (seminar at Bluebird Migration 2019)

**“Barriers to your path-
85% are good folks. 15% are A-h who don’t get along
with anybody. There’s enough good folks to get you
over that barrier.”**

“The day it is common place, great.”

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VI. Sexual Harassment

Definition:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that tends to create a hostile or offensive work environment.

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One time is not harassment. Harassment is a *pattern*.

Proposed solutions:

- Go elsewhere.
- Lodge a complaint
- Different CFI (within the school)
- Contact the FSDO

What to do?

- Don't jump to conclusions.
- Determine if the charge is credible.
- Deal with it seriously.

- Three areas can destroy your career: Busting regulations, drug or alcohol violations and thirdly, relationship issues.
- September 13, 2019 video of airline staff altercation.

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Prevention: NO DATING policy

- CFI to student
- CFI to CFI-
- Or CFI to staff

- While employed or enrolled.

POWER DYNAMICS - CFIS SHOULD NOT DATE THEIR CLIENTS, June 24, 2019 By Jill W. Tallman

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Personal Actions:

- Limit texting or calls to strictly professional information while in training.
- It is not your job to listen to everyone's troubled home life. Develop strategies to insulate yourself and establish boundaries.
- Don't discuss sexual encounters. Period.

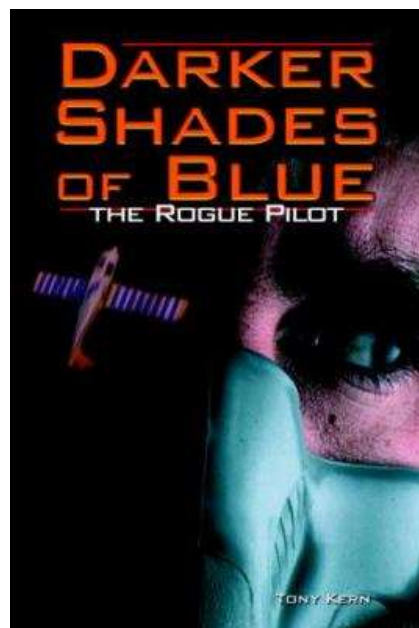
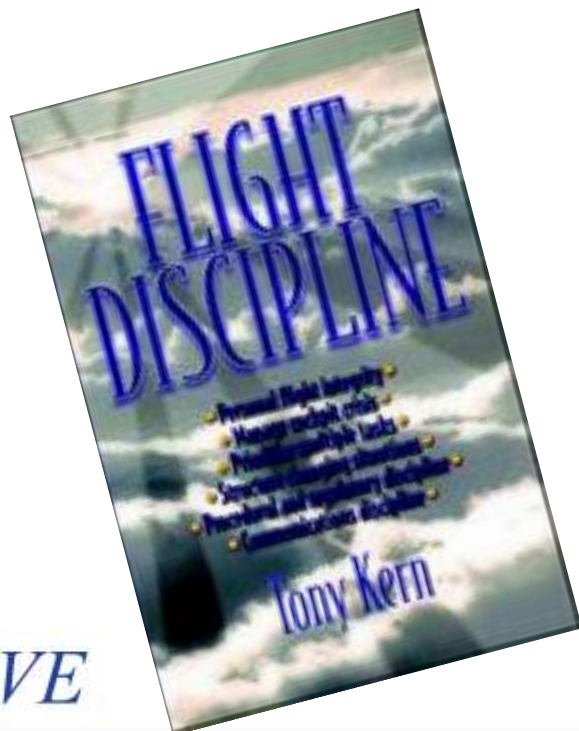
- “DRESS FOR SUCCESS AND NOT FOR SEX” –Leonora Lobdell-

“Personal Appearance and Habits Personal appearance has an important effect on the professional image of the instructor. Today’s aviation customer expects an instructor to be neat, clean, and appropriately dressed. Since the instructor is engaged in a learning situation, the attire worn should be appropriate to professional status.” Instructor Handbook

- Live life of such integrity that the accusations of inappropriate behavior would be so out of character that no one would seriously believe them.

VII. Organizational Hazards

- Condoning or tolerating bad behavior.
- Safety culture





Flight School Actions

- Champion the underdog.
- Challenge the perceptions.
- Clear the air in disputes.
- Call out and confront bad behavior.

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Final Thoughts

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Thanks for Watching!

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