



# Resilient Pilot

## Resilient Pilot

*Keeping pilots: Supported. Current. Connected*

## New Mentor and Coach Brief – February 2022

**Thank you for your interest in joining our team of volunteers. We have been overwhelmed by the support being shown for the pilot community from both within and outside of our industry.**

The following information will provide you with some further background on Resilient Pilot and our goals.

**Resilient Pilot**™ was created in direct response to COVID 19 in March 2020 to help pilots navigate a return to the flight deck. We are a not-for-profit, volunteer-run organisation offering a range of predominantly free services for pilots around the world. We work with aspiring pilots as well as those still in training or newly graduated; and qualified pilots who have been furloughed, made redundant, are still operational or retired. Our foundations are built around maintaining ICAO and EASA pilot core **competencies** and supporting **diversity**, while retaining **wellbeing** at the heart of all we do.

Our purpose is: **Keeping Pilots: Supported. Current. Connected.**

Our services are built around 3 main pillars and offered through membership (free and paid subscription tiers available) of the **Resilient Crew Room**

**Supported:** **The immediate need – building confidence.**

Free 1:1 mentoring/coaching/general discussion offered by a team of 60+ volunteer pilot and specialist mentors. Access to a free, online wellbeing resource hub (under development)

**Current:** **Retaining and developing competency in preparation for the recovery.**

A resilience development and pilot performance employability programme comprising a 'pick and mix' portfolio of free and fairly priced courses, webinars, workshops and seminars covering a range of topics to help pilots maintain competencies and develop skills in readiness for a return to the flight deck. Access to a free, online competency resource hub

**Connected:** **Providing connection by various means.**

Our **#AvTalent** campaign serves to educate employers outside of aviation on the many transferable skills pilots could bring to their organisation and encourage them to recruit 'Aviation Talent - #AvTalent'. Through **#AvTalent** we provide free help for our members to tailor their CVs to effectively demonstrate their transferable capabilities. Ultimately our goal is to build relations with airlines whereby we can confidently recommend our members for employment

Connection is also gained through regular virtual 'crew room chats', newsletters and weekly **#wednesdaywebinars** - all provided free of charge. We have also forged a number of collaborative partnerships with reputable organisations who offer discounted services to Resilient Pilot members.

**Resilient Pilot** was co-founded by BA SFO Stuart Beech who also holds the position of Wellbeing Officer for BA, and Karen Bath - ex CTC Aviation (and latterly L3 Airline Academy) Head of Customer



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Engagement, now working freelance and focused on supporting the pilot community and protecting our future pipeline of pilots.

The concept is simple: a web-based resource and a team of pilots (from all types of operations) and specialists volunteering their time as mentors/coaches/a general ear: someone to chat to who will listen.



## Why Resilient?

Resilience is key in today's world of aviation; it's more than just a 'buzz word' in recruitment and pilots and crew need to demonstrate resilience throughout their careers.

Regulation requires airlines to provide resilience training. The implementation of Competency Based Training and Assessment (CBTA) advocated by ICAO<sup>1</sup> and EASA's

Evidenced Based Training (EBT) programme recognises that the traditional task-based training approach isn't fit for purpose as we operate and interact with complex Generation 4 Aircraft, and beyond. We build resilience through exposure to scenarios that stretch the development of our professional competencies as defined by ICAO, and the associated behaviours.

The industry focuses on **(9 EASA, 8 under ICAO) Core Competencies:**

Communication	Aircraft Flight Path Management - Manual Control	Aircraft Flight Path Management - Automation
Leadership and Teamwork	Problem Solving and Decision Making	Application of Procedures
Workload Management	Situation Awareness	(Knowledge)



The **Resilient Pilot** concept focuses on helping pilots develop, embed and sustain these **COMPETENCIES**.

We are committed to encouraging Equality, Inclusion and **DIVERSITY** and right at the heart of all we do is our absolute focus on **WELLBEING**.



# Resilient Pilot

## Mentoring and Coaching

*The Wikipedia definition of Mentorship:* Mentorship is a relationship in which a more experienced or more knowledgeable person helps to guide a less experienced or less knowledgeable person. The mentor may be older or younger than the person being mentored, but he or she must have a certain area of expertise.

The difference between *Mentoring* and *Coaching*: Mentoring is a long-term process based on mutual trust and respect. Coaching is for a short period of time. Mentoring is more focused on creating an informal association between the mentor and mentee, whereas coaching follows a more structured, formal approach.

This [link](#) (credit: The Performance Coach University) provides a useful 'ready reckoner' and is sent to mentees during their 'onboarding' process when they submit their 'choose your mentor' form.

## Credibility

Resilient Pilot offers a blend of mentoring and coaching; a growing number of our team are accredited through the EMCC and others have equitable accreditations with Bodies such as the Association for Coaching.

As a mentor for Resilient Pilot, you may be offered the opportunity to achieve [EMCC Accreditation](#), partly funded by Resilient Pilot.

Resilient Pilot is also applying for organisation accreditation with the EMCC in 2022 and we are working to embed the [EMCC competencies](#) in our own approach. We recommend you read these as part of your research into joining us as a mentor.

Our mentors also benefit from in house induction, orientation and standardisation training as well regular as upskill training in coaching and mentoring methods (via TEAMS). We also have a robust team support framework in place with mentors attending regular Mentor Reflection and Development group meets (via TEAMS). In response to trends identified through our feedback and evaluation processes, we provide a variety of training modules for our team members.

Furthermore, our mentors have access to a range of discounted courses to develop their skills in other related areas.

**We do not profess to be experts and we do not set out to give advice. Our commitment is to provide a listening ear - someone to chat to – and to signpost useful and relevant resources in order to help pilots find the solution that works for them.**



# Resilient Pilot

## Mental Health First Aid

We require all new joining mentors to hold a Mental Health First Aid qualification. Our existing team members are either already qualified or in the process of qualifying.

If you are not already qualified, we may be able to connect you with a suitable organisation offering discounted courses through Resilient Pilot. Mentor applicants who bring a wealth of other suitable skills and experience, may be accepted on the basis of their commitment to complete an MHFA qualification within 3 months of joining our team.

## Resources

- We have developed and continue to update a free, interactive, web-based Resource Hub to host resources connected to wellbeing, diversity and each of the 9 competencies.
- Team members are asked to assist in supplying and developing these resources
- It may be that a mentor/coach wishes to specialise in one particular area (competency, wellbeing or diversity). This being the case, the primary mentor /coach may recommend their mentee liaises with a specialist mentor/coach as a 'secondary' mentor/coach for a period for help in that particular area.

## #WednesdayWebinars:

- We aim to host free webinars (for pilots, subscribers and whoever hears about them!) at least weekly: currently they run every Wednesday at varying times in order to help meet the needs of our growing international audience.
- We suggest team members attend these where possible, but also ask them to promote them with their own network and mentees, and encourage their mentees to join RP webinars.
- We also encourage mentors to help host webinars and – where possible – design and deliver webinars and ad hoc virtual events we host

## Blogs

- Our goal is to produce weekly blogs on relevant topics (we don't always achieve it, being a volunteer organisation but we do our best!). We ask that mentors – where possible - contribute blogs to help us achieve this goal. Please let us know if this is something you are keen on getting involved in once you join.

## User Test Groups:

- As we evolve our offering, we endeavour to test new ideas, resources etc with our own team before going live. We welcome mentors joining user test groups to aid this process



# Resilient Pilot

## What we need from our mentors and coaches

Our mentors and coaches are volunteers who are passionate about their jobs and keen to help others. Whilst we are incredibly grateful for the very fact that our mentors are willing to contribute their time for free, in order for us to provide a reliable source of support for our members, we do need a certain level of commitment from our volunteers. As such, you will need to be willing to commit to -

1. Absolute, 100% commitment to confidentiality and discretion with regard to all mentee relationship handling in line with our [Privacy Policy](#). Resilient Pilot is registered with the ICO and is committed to maintaining GDPR compliance.
2. Regular contact with your mentees (advisory once a fortnight. Varies to meet mentee need)
3. Commitment to the EMCC competencies as mentioned found [here](#)
4. At least weekly, log into our TEAMS platform to check for updates
5. Regular team calls (via TEAMS – occurring monthly. If you cannot attend, these are recording and hosted on our TEAMS platform and we ask that you find time to watch them back and stay up to date)
6. Regular virtual in-house mentor training supplied by Resilient Pilot (approximately 2-3 times per year either via TEAMS or as a self-managed module through our dedicated mentor area which you will be given access to)
7. Regular Mentor Reflection and Development Group sessions on TEAMS (minimum once every two months, advisory one a month)
8. Contribute towards regular Resilient Pilot subscriber newsletter content.
9. Support to develop helpful resources for our pilots (ongoing)
10. Help promote Resilient Pilot through your own connections and social media (re-post our posts, invite your friends/contacts to like/follow Resilient Pilot etc)

## What do you get in return?

- Continued engagement with the industry and satisfaction that you have helped someone stay focused on their career choice.
- Involvement in the ongoing development and – hopefully - success of Resilient Pilot.
- Access to Resilient Pilot's free, in-house team training programme and discounted access to certain training programmes run by our collaborative partners. (some of these external courses are part/fully funded by Resilient Pilot)
- A personal Resilient Pilot email address, access to our Office 365 package and TEAMS.
- Free Resilient Pilot PLUS membership and free monthly workshops.
- Pilot mentors and coaches will also have access to heavily discounted LPCs, Skills Refresher Days, and other training requirements offered through Resilient Pilot
- Mentor Support from our Mentor Support Manager, Core team and fellow team members

**\*Note:** Specialist Mentors and Coaches offer their services to our team members as well as our mentees. They also provide team training sessions and tools on Resilient Pilot's behalf

Our **Mentor Support Manager** provides a first point of contact for you to go to for further advice if you find yourself concerned for the wellbeing of a mentee. Working as a mentor can mean you take on other's stresses to some extent. You may also encounter 'red flags' on occasion that might indicate mental health concerns. We have an 'emergency procedure' to follow in such a scenario and provide support for our mentors should they encounter a red flag situation.



# Resilient Pilot

## How it will work

- The website has a [‘meet the team’](#) section which hosts our mentor/coach profiles
- Mentees will submit a registration form nominating 3 mentors/coaches they feel they could connect with (they are required to join at least the free tier of our Resilient Crew Room to be able to be paired with a mentor or coach)
- Mentors/Coaches and our mentees are required to agree to the [Resilient Pilot Privacy and Confidentiality policy](#)
- The central team will contact you to ensure you are comfortable working with a mentee.
- The central team will ensure mentees are distributed as fairly as possible across the mentors/coaches and then connect the mentee and primary mentor/coach.
- Once you have confirmed you are comfortable, the central team will send a ‘pairing’ email to both you and your pilot to introduce you. You will then manage the relationship going forward.
- Mentors/Coaches liaise with their pilots regarding timing of sessions and preferred medium for communicating: **For GDPR we require you to use your Resilient Pilot email address and Zoom (set up using your RP address) and not share your personal contact details.**
- **We do not support mentoring via email**
- If a mentee or mentor wants to swap out at any time, that will be possible and is recommended if a relationship is not working for any reason, or either party is not fully committed.
- For legal purposes and to protect against any liability, it will be important to keep an **anonymised** record of the support provided to each pilot. A notes template is provided and more details on this process will be provided at induction.
- Additional mentors/coaches: sometimes a pilot requests to work with additional mentors/coaches. There may be times when this is acceptable, but such arrangements will be coordinated by the central team in order to ensure GDPR compliance.
- Mentors/coaches will be required to complete 3 monthly reviews with their pilots to establish progress against objectives and evaluate effectiveness of the relationship.
- If a mentee opts to end a relationship, the Resilient Pilot central team will liaise with them to gather feedback, evaluate effectiveness of the mentoring/coaching delivered and offer/signpost further support as required.
- If a team member opts to end a mentoring relationship, they will be asked to liaise through the central team prior to advising the mentee.
- If a mentor wishes to resign from Resilient Pilot, they should ensure their mentees are advised and coordinate through the central team to ensure the mentee continues to receive appropriate support.

## PLEASE NOTE:

- Mentors/Coaches may stand down during periods of high workload/leave, or if a mentor/coach has ‘sufficient’ mentees. In such circumstances, their profiles will normally remain on our website, but their names will be removed from the drop-down list in the ‘Choose your Mentor’ form so that mentees cannot choose them.
- If a mentor/coach does not ask for their name to be re-added to the drop-down list within 3 months, their profile may then be removed all together from the website
- If we do not hear from a mentor/coach for a period of longer than 3 months, we reserve the right to remove their profile from our website, disconnect their Resilient Pilot email and remove their access rights to the Resilient Pilot Office 365 package



# Resilient Pilot

## What next?

If you are interested, please complete our online application form [here](#) and advise us through [karen@resilientpilot.com](mailto:karen@resilientpilot.com) when you have done so. We commit to responding to all applications (it just may not be immediately!)

Applicants who pass the initial application form screening will be invited to a virtual chat to discuss their application further.

We may – with your permission - hold suitable applications in our ‘Talent Pool’ pending the need for more mentors/coaches to ‘go live’.

You will be required to attend an induction morning / afternoon / evening prior to becoming an active mentor/coach.

Your application form will be used to create your profile with us, so we suggest you read what others [have written on their profiles](#) to give you some idea of what we need.

## What else do we need?

We will need a picture of you; ideally close up, landscape.

Please ensure the photograph is an original jpg and not a screenshot.

If in uniform please do ensure you have your employer’s permission to do this. (Most airline’s will not allow current pilots to use photos of them that identify the airline, so you may need to use a photo from your previous airline. However, if you prefer to use a photo of you out of role, that is fine).

We recommend that you check with your current employer before your profile goes live, to ensure they are comfortable with your involvement. Some employers may see it as a conflict or breach of terms.

*Please note: Resilient Pilot cannot be held responsible if your employer raises a concern.*

Your profile is personal to you. Think about what you would want from a mentor/coach and go from there. It will be important that your pilots choose someone they feel they can connect with.

*Note:* your photo, excerpts from your bio and your video introduction will also be used in our social media to promote Resilient Pilot.

**Contact details:** Please be assured that will not share your personal contact details without your prior permission.

We will introduce mentors/coaches and pilots directly through your Resilient Pilot email address.

If you’ve got any questions, please contact Karen

Thank you – we look forward to hearing further from you

Karen Bath  
Founder

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