

# Meet the Presenter – Jose Alfonso

V2

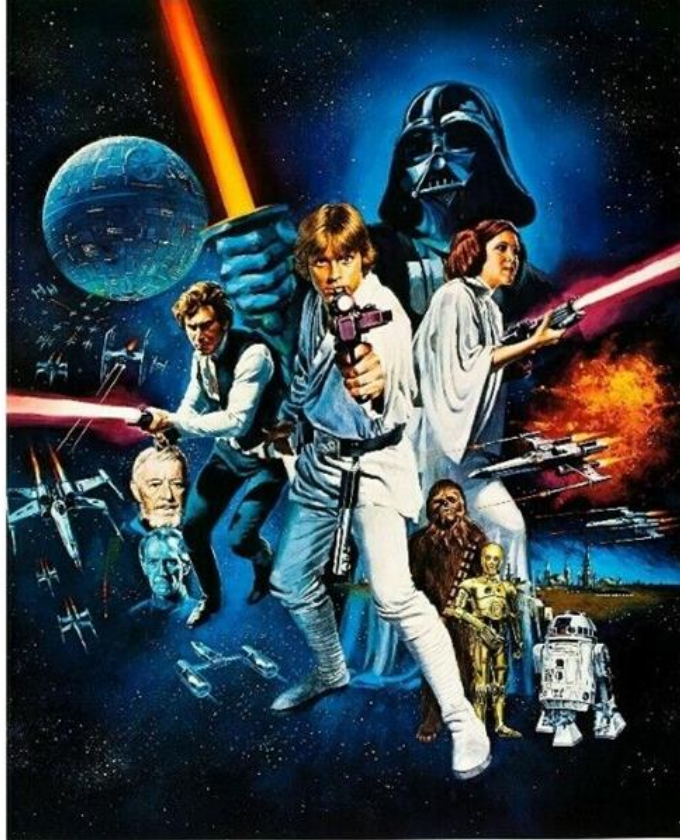
1. Owner of Empower Communications Group
2. WATS 2022, 2023, 2024 Presenter
3. APATS 2023 and EATS 2023 Presenter
4. Retired Veteran Boston Police Officer (30 Years of Service)
5. Professional Law Enforcement Trainer
6. **20 years** of experience developing research-based curriculums and developing realistic scenario-based training
7. Co- author Communication Strategies for Airline Professionals
8. Co-author L.O.U.D.E.R De-escalation Strategies
9. Cabin Crew Threat Response Trainer (Identify – Respond – Control – Care)

# **Scenario Based Training**

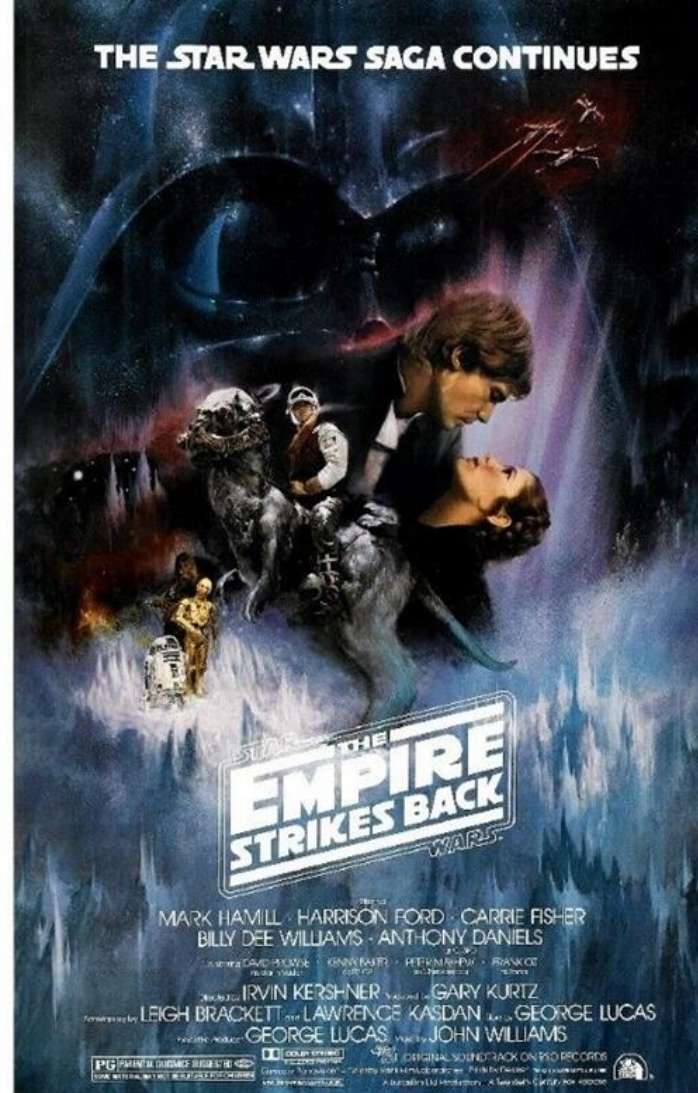


**If you want people to see the gorilla, brief them (tell them)  
there is going to be a gorilla**

# The Art of the Trilogy



Twentieth Century-Fox Presents A Lucasfilm Ltd. Production **STAR WARS**  
Starring **MARK HAMILL · HARRISON FORD · CARRIE FISHER · PETER CUSHING**  
and **ALEC GUINNESS**  
Written and Directed by **GEORGE LUCAS** Produced by **GARY KURTZ** Music by **JOHN WILLIAMS**  
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DOLBY DIGITAL SYSTEM  
DOLBY DIGITAL SYSTEM



THE **STAR WARS** SAGA CONTINUES

**THE EMPIRE STRIKES BACK**  
STAR WARS

Starring **MARK HAMILL · HARRISON FORD · CARRIE FISHER · BILLY DEE WILLIAMS · ANTHONY DANIELS**  
Directed by **IRVIN KERSHNER** Produced by **GARY KURTZ** Music by **JOHN WILLIAMS**  
Screenplay by **LEIGH BRACKETT and LAWRENCE KASDAN** Story by **GEORGE LUCAS**  
Produced by **GEORGE LUCAS**



**STAR WARS**  
**RETURN OF THE JEDI**

Starring **MARK HAMILL · HARRISON FORD · CARRIE FISHER · BILLY DEE WILLIAMS · ANTHONY DANIELS**  
Directed by **RICHARD MARQUAND** Produced by **HOWARD KAZANJIAN** Screenplay by **GEORGE LUCAS** Story by **GEORGE LUCAS**  
Produced by **GEORGE LUCAS**

# The Introduction to Characters

- This is you.
  - Other cabin crew members.
  - Passengers
- 
- They are the characters in your scenario... They are the focus of the scenario.
  - The overview of your scenario

# **The Conflict**

- **The unruly passenger / volatile passenger**
- **The reason why you are in the moment**
- **The behavioral response of the unruly passenger**
- **This is the part of the scenario that the focus is on**



# **The Resolution**

**The concept of resolution in regard to de-escalation does not necessarily mean problem solving.**

**Resolution means that you have taken care of what you can.**

**You have influenced behavioral change (Goal of de-escalation)**



# **The Conflict**

- **The unruly passenger / volatile passenger**
- **The reason why you are in the moment**
- **The behavioral response of the unruly passenger**
- **This is the part of the scenario that the focus is on**

# All behavior is a form of communication



We are looking for behavior that might display something is troubling the passenger

**Anxiety**

**Dismay**

**Disbelief**

**Disagreement**



# Scenario One

A stack of five light-colored wooden blocks, numbered 1 to 5 from top to bottom. The number 1 is red, while the others are black. The blocks are standing on a light-colored wooden surface against a light blue background.

**1**

**Overview of scenario**

**2**

**Role player Instructions**

**3**

**Walkthrough**

**4**

**Live scenario**

**5**

**Post scenario briefing**

**Discomfort / Anger**



# Scenario Two



A stack of five light-colored wooden blocks, numbered 1 to 5 from top to bottom. The number 1 is red, while the others are black. The blocks are standing on a light-colored wooden surface against a light blue background.

**1**

**Overview of scenario**

**2**

**Role player Instructions**

**3**

**Walkthrough**

**4**

**Live scenario**

**5**

**Post scenario briefing**

# **Cabin Crew Workshop**

**Identify-Respond-Control-Care**

**1630-1800**