

CAREGIVER OR AUTHORITY FIGURE?

Managing the Two Faces of Flight Attendants' Leadership
for Increased Resilience

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A Little About Me...



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Breeze Airways - Leadership Dev, Training & Evaluation
Utah Valley University - Professor, Aviation Science
Delta Airlines - Flight Attendant/Purser

Goals for Today



1

**Leadership Effectiveness
& Resiliency Skills**

2

Tools & Takeaways

Are Flight Attendants effective leaders?



YES

OR

NO

Do Flight Attendants see themselves as leaders?



YES

OR

NO

Rank the top 3 skills you feel are the most impactful to Flight Attendants' leadership effectiveness.

Tone

Empathy

Listening

FA Swap Out

Professionalism

Respect

Anticipating Problems

Taking Charge

Confidence

Top 3 skills for effective FA leadership

Tone

Empathy

Listening

FA Swap Out

Professionalism

Respect

**Anticipating
Problems**

Taking Charge

Confidence

Flight Attendant Leadership Study

Total Participants: 12

Age Range: 25–57 years

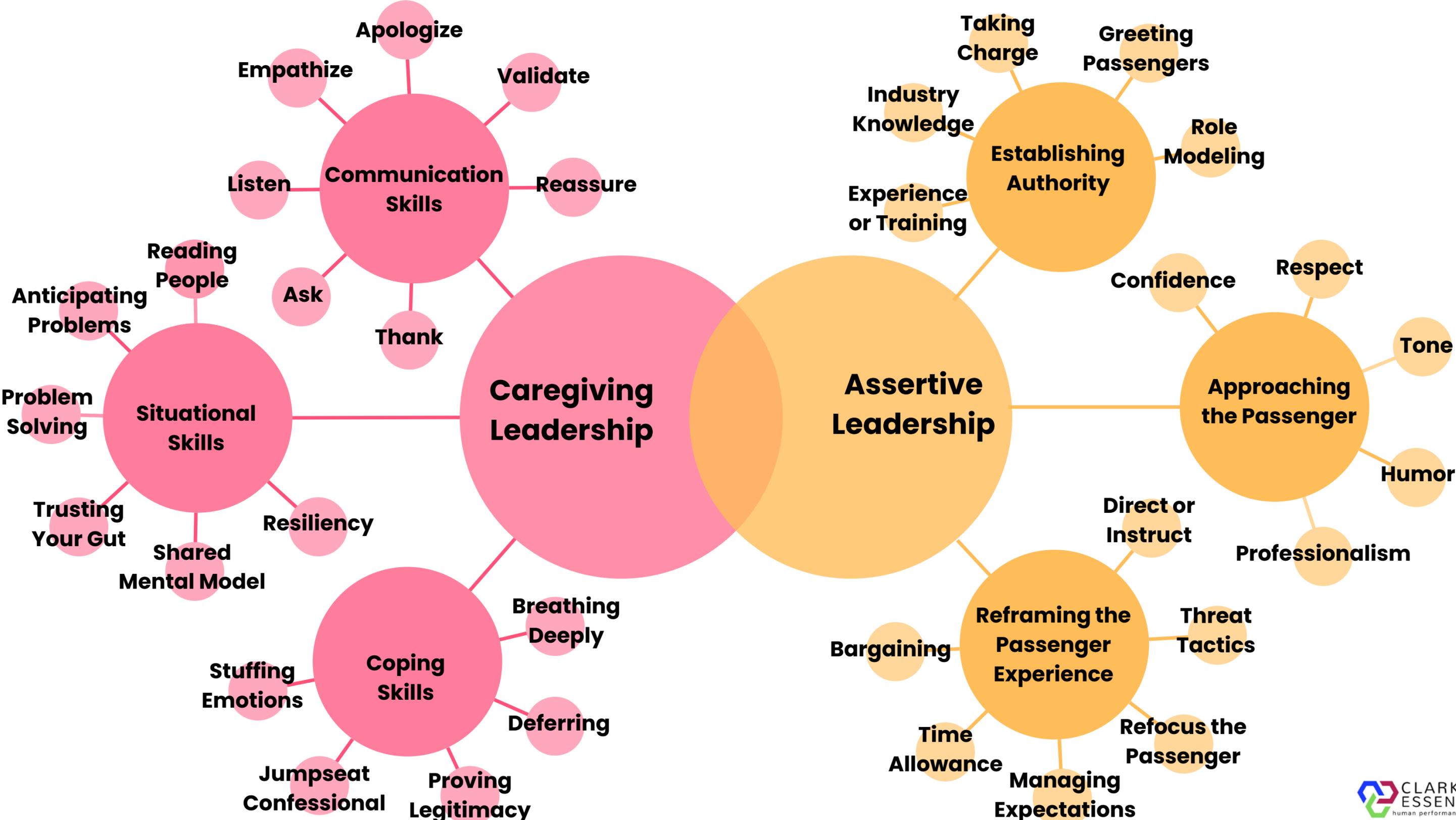
Orientation: 11 Female, 1 Male

Category: 3 Legacy, 2 Major, 2 Regional,
4 LLC, 1 ULCC

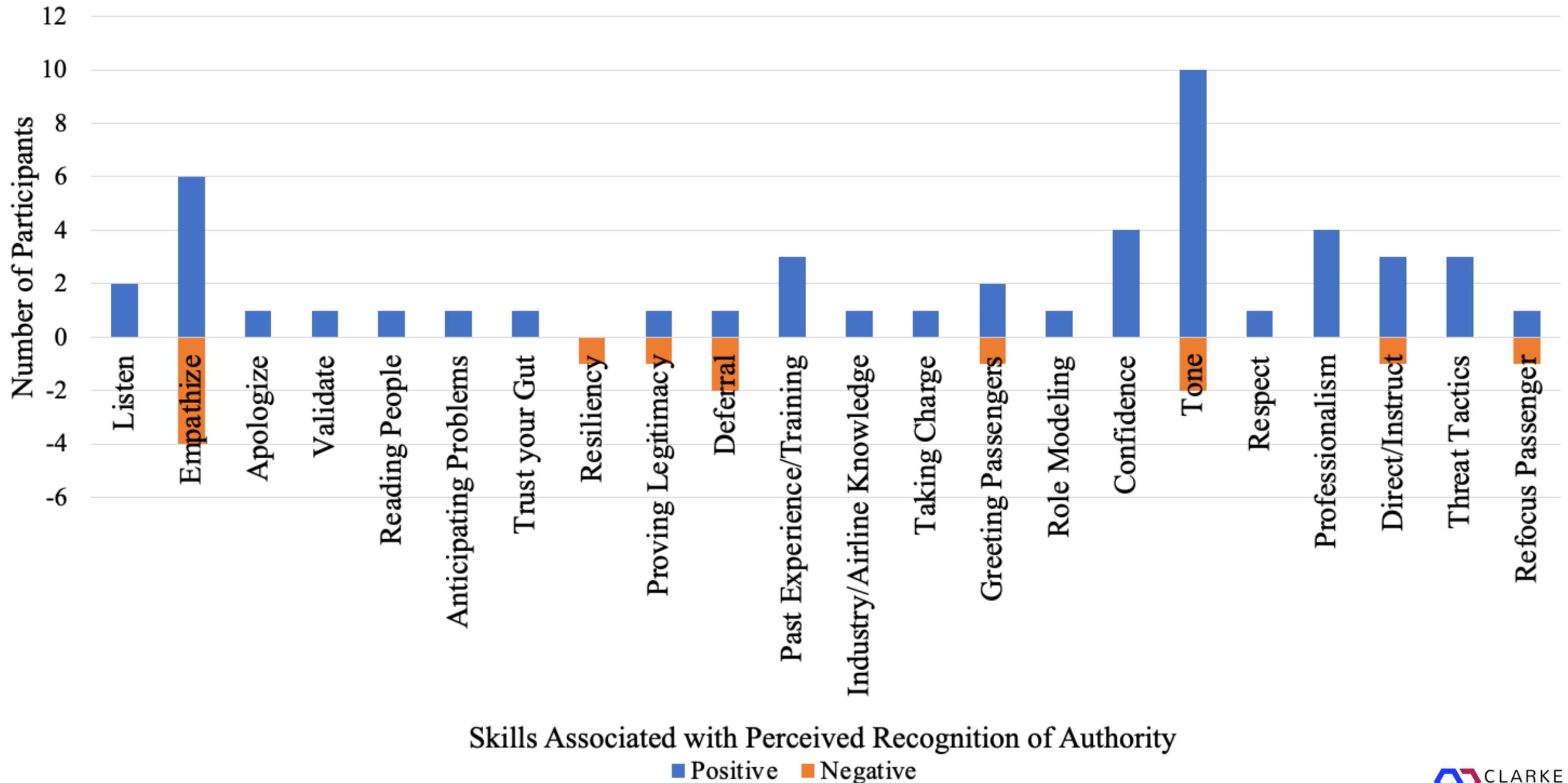
Primary Position: 7 Reg, 4 Lead, 1 LOD

Years of Experience: 1–33 years

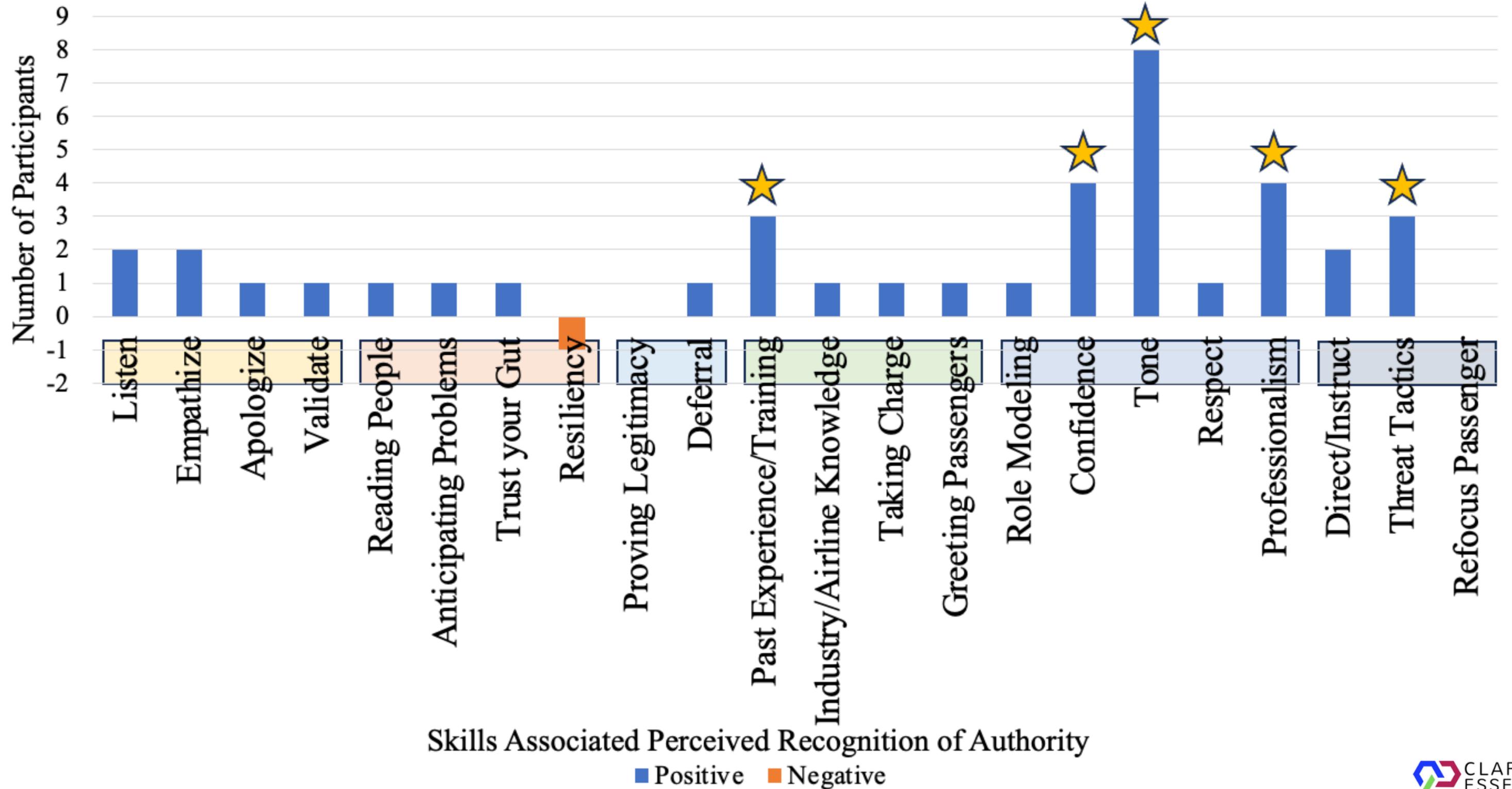
Cabin Leadership Effectiveness Skills



EI's Impact on Flight Attendants' Perceived Recognition of Authority



EI's Net Impact on Flight Attendants' Perceived Recognition of Authority



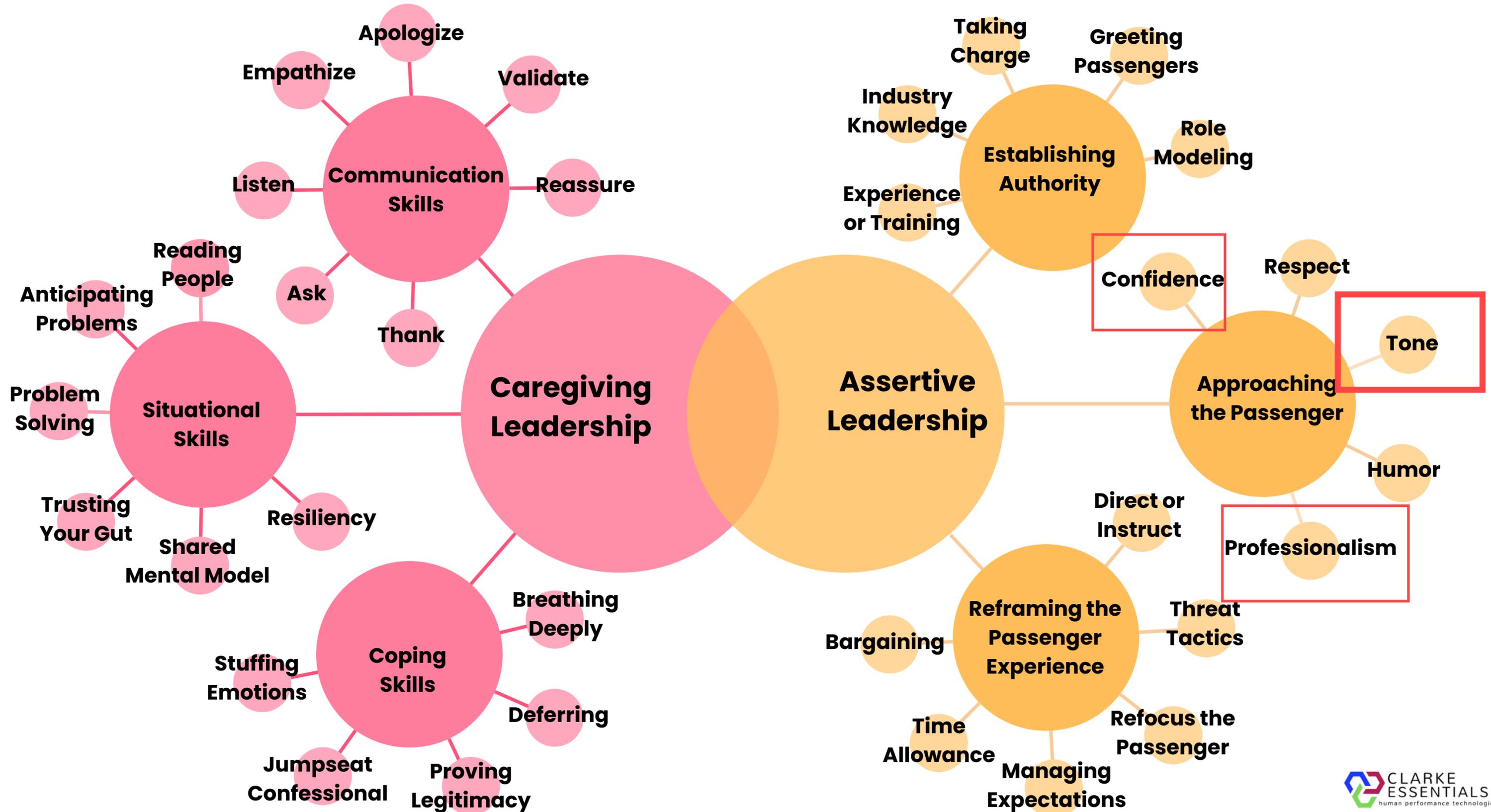
The Leadership Triangle

(Kellerman, 2008)

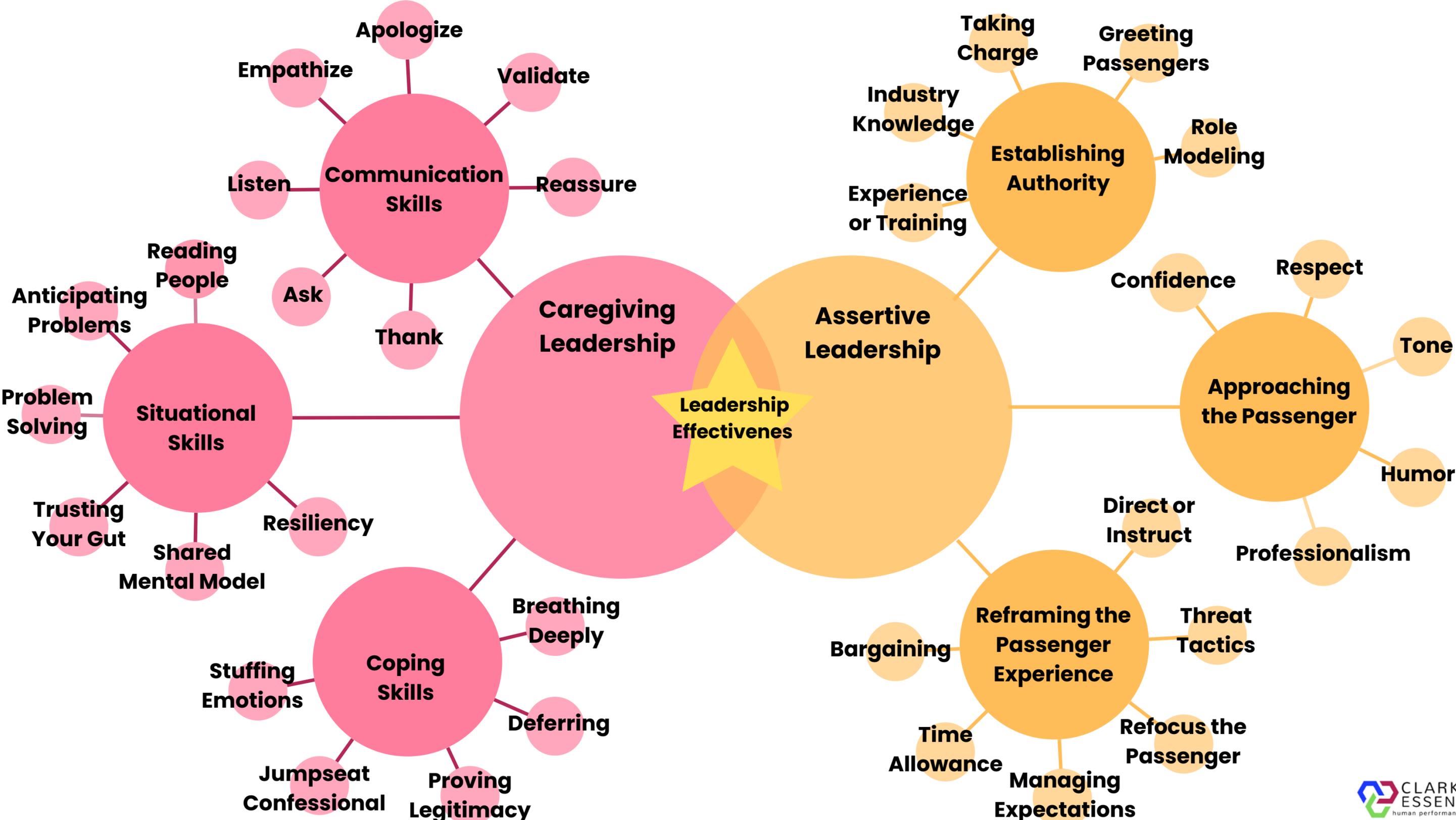


**If the GOAL is compliance...
does it matter how we get there?**

Cabin Leadership Effectiveness Skills



Cabin Leadership Effectiveness Skills



Leadership Agility

“

How one leads
directly affects how
one's followers follow.

(Avolio, 1999)



Questions?

Thank You.

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