Meet the Presenter – Jose Alfonso

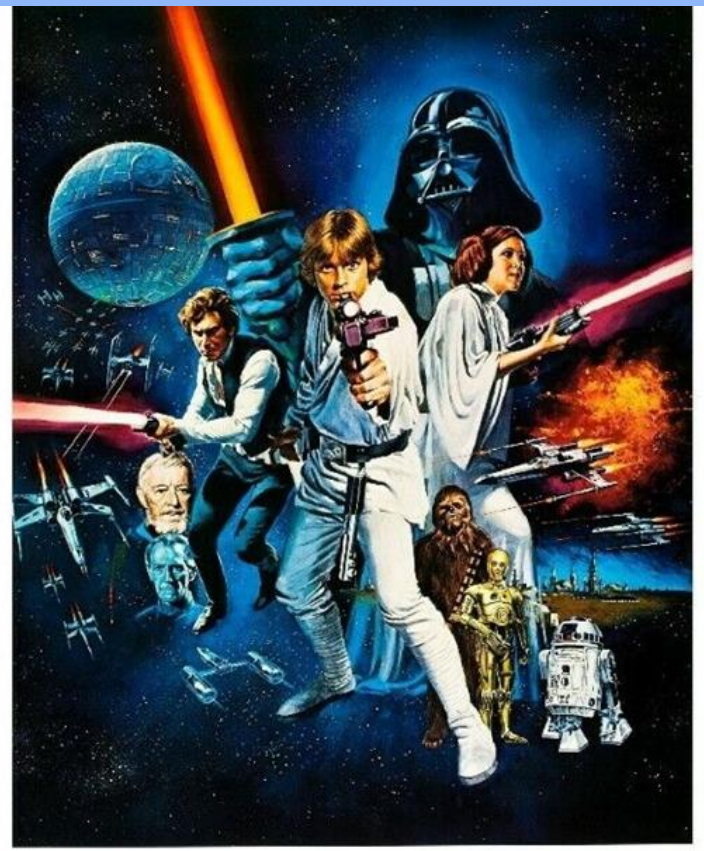
V2

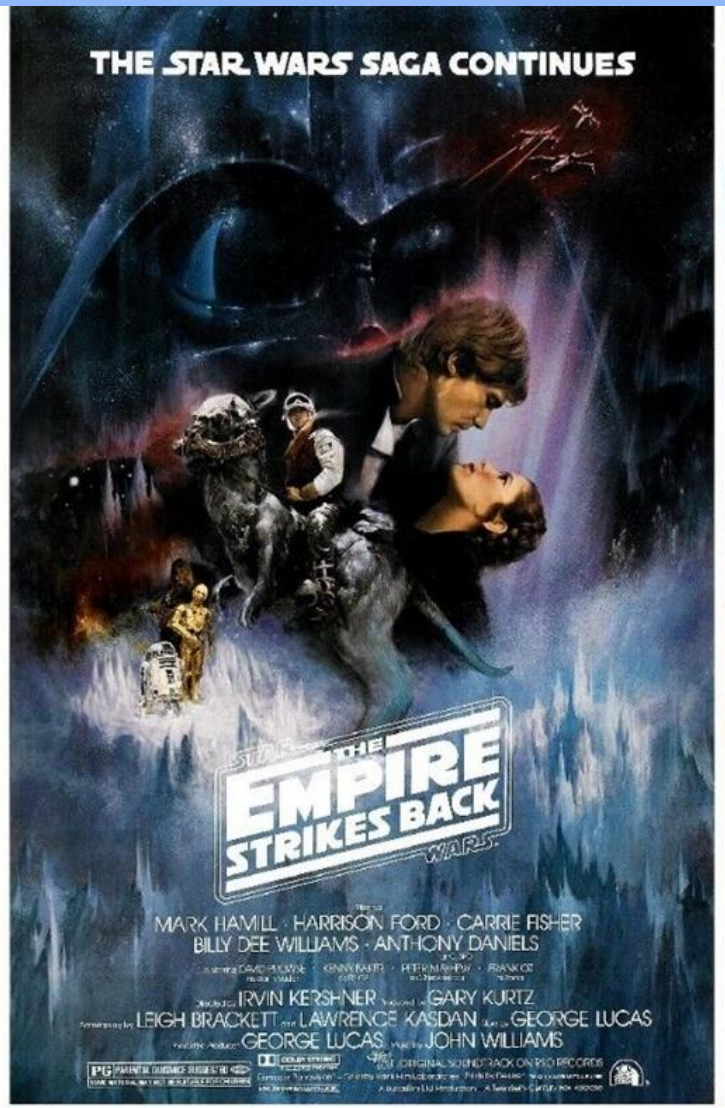
1. Owner of Empower Communications Group
2. WATS 2022, 2023, 2024 Presenter
3. APATS 2023 and EATS 2023 Presenter
4. Retired Veteran Boston Police Officer (30 Years of Service)
5. Professional Law Enforcement Trainer
6. **20 years** of experience developing research-based curriculums and developing realistic 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





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

1. Overview of scenario
2. Role player Instructions
3. Walkthrough
4. Live scenario
5. Post scenario briefing

Discomfort / Anger

Scenario Two

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