

Chief Flying Instructor— Business Manager

Marc Brogan- Principal Advisor Standards

Employers have varying expectations

- Flight Schools = owner/CEO
- Aero Clubs = committee

No Position Description will be the same

Chief **Flight** Instructor –all starts at a “C-Cat”

CFI's manage relationships

1. Students - safe/fun/achieve
2. Staff - safe/personal development/career progression
3. Employers - safe/achieve goals
4. External - Eg; Flight Examiners, maintenance providers, Airways, aircraft owners etc
5. CAA - safe; good for everyone

Define “manage”

- to take charge; commanding a course of action
- to take care of; allocation of resource
- to plan, set and succeed in goals
- to direct and/or influence, a good example is...

CFI or Senior Instructor & Supervision

Two types for consideration -

1. CAA requirement
2. As a staff management tool

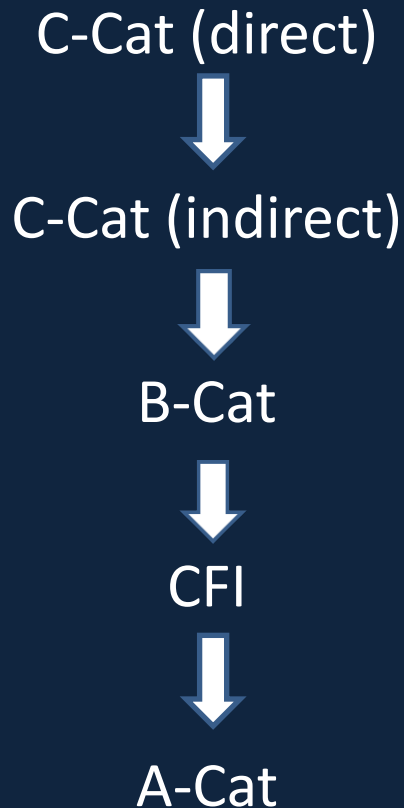
Supervision

Involves mentoring and sharing our experience.

**Everyone needs a
positive role model
and mentor**

Supervision - CAA

1. Oversight of students
2. Direct and indirect C-Cat



Four Basic skills of management

1. Manage and lead
2. Effective communication
3. Collaboration
4. Critical thinking

1. Manage and Lead

- Lead by setting high standards; discipline
- Set priorities
- Give direction
- Delegate

but why?

- Assists in time management
- SMART

Maintain time management

- Time constraints a factor in numerous accidents

Human factors

- recognised as a “chain of events”

*As a manager and as a person...
Time is our most valuable commodity*

Managing time

- Be well rested – avoid fatigue
- Plan ahead
- Have some daily routines
- Expect the unexpected

Ensure you manage your day DO NOT allow the day to manage you

You can not please everyone- don't try

The benefits of delegation

- Reduces your workload
- Allows staff development
- Shows trust
- Encourages staff with added responsibilities

Creates a team- outcome of leadership

Set an outcome that is

Specific - have a clearly defined objective

Measurable - level of success

Achievable - realistic expectations

Relevant - Best interests; on topic

Timely - Have an appropriate timeframe and ensure a clear finish line

2. Effective communication skills

Example from an aero club:

“Toilet out of order please use floor below”

Examples from ATC:

“Turn right now”

“Climb straight ahead until advised”

Not so effective!

To assist in communication

- State objectives clearly
- Provide a time frame
- Maintain written or electronic records
- A memo or communication log
- Welcome communication from others

DO	DON'T
Be genuine	Interrupt
Smile	Argue
Address persons interests	Be critical or condemn
Listen	
Admit if you're wrong	
Encourage and inspire	

3. Collaboration skills

- Made easier by leadership and communication skills
- Value and celebrate ideas
- Build rapport
- Build relationships
- Gains trust at all levels
 - students are assured
 - staff feel valued
 - governance is satisfied

4. Critical thinking tasks & Problem Solving

Consider your own biases and include experts

- Identify
- Collect information
- Decide cause
- Identify possible solutions
- Select best solution
- Plan implementation
- Implement and test
- Review and assess
- Be aware of your own biases and critique

From my experience as a CFI...

1. Always take ownership of the role
2. Always receive and provide mentoring
3. Take an interest in others
4. Aim to leave the work place in a better position than when you started
5. Safety is always first
6. Enjoy it!