



Conflict Resolution:

For Every Action, There is a Reaction



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DEFINE: Conflict Resolution

We reached out to about a dozen of our contacts who hold various roles in business aviation; leadership, pilots, schedulers, and cabin crew, and asked them, **“what does conflict resolution mean to you?”**

All of the responses we received, are listed in their entirety, in the following pages.

Most folks think conflict is a bad thing. I think conflict can lead to a healthy sharing of ideas and opinions and can ideally allow us to accommodate new concepts and ideas. We need to be comfortable with each other to talk it out and challenge each other for solutions. Conflict can create energy to do better.

All conflicts are opportunities to learn and grow. If we think about a conflict it's usually two sided and most likely we are 50% of the conflict. The one thing we have control of is ourselves. The two challenges are one, self-control but the harder part is finding a way to interact in an inclusive way as to gain the other sides perspective. This will give us the ability to understand and use leverage of common thought to resolve the conflict.

Peacefully and respectfully navigating differing thoughts and opinions to come together and work for the greater good. The challenges of 2020 have made for opposing beliefs and heightened emotions in so many ways, understanding and implementing civil resolution conflict is more important than ever.

Conflict resolution can be complex. Not every person will respond the same to similar approaches. Each employee is unique and each conflict is unique. It is important to understand both.

Personally - I always try to put myself in the shoes of the employee/employees and feel their conflict (problem) before I come up with "my" resolution. It's important to remember that we all have different personality types, motivations, agendas, fears, and desires; all of these influence with how a conflict is resolved.

From my end on conflict resolution I would offer that after any initial high emotions each person, sometimes one party must take the lead, to assuage the heightened emotions and feelings and sit down to have an open discussion about what the original conflict starter was. Accept one's role in the escalation – always a two-way street – any talk about moving forwards.

Conflict resolution in aviation ... bringing two or more opinions or views of a specific situation to a common solution that best helps the crew provide a seamless flight from the passenger's perspective.

As a crew... conflict comes in the form of differences of opinion on safety concerns, satisfying customer requests, personality differences, timing concerns and many more. Understanding that as a professional crew (Flight Attendants, Pilots, Mechanics) each party needs to put personal ego's aside and come up with a solution to each issue that will result in the owner/passenger not being affected by the issue in any controllable way. That may seem like a very generic view with no insight into how to successfully resolve problems that occur between the crew but the answer was in the statement. Each person involved needs to understand that if they can get over themselves and look at each situation from the right perspective. The owners/passengers experience is that perspective. Safety is always the priority, with that being said making sure the owner/passengers concerns are not only met but exceeded needs to be the focus.

Differences of opinion can be rectified by turning each difference into a question of what is best for the owner/passenger. Once that is done it makes it easier for people to get out of their own way and see things from a different light.

Everyone does not need to like each other to work as a professional crew creating the experience each flight needs. Focus on the job and what makes the owner/passenger satisfied with the entire travel experience. Resolve differences understanding the job is not about us but about the owners.

People are going to argue in different ways and deal with disagreements in different ways... that will never change. Learning the correct perspective to take with each argument is key. Keeping the focus of each difference on how it will or does affect the owner/passenger. That needs to be the common ground used to come to a solution to each problem.

Flight Department dynamics are directly related to the type of operation. COVID19 introduced a completely new and challenging dynamic. Mid-March brought a complete shutdown to the flight schedule. With our Department spread over several states in the Northeast we faced the challenge to keep everyone informed with as many facts as possible. But with this reduction in flight activity also provided a instant solution to any workplace conflict, as there was no work in the short term. As you know in smaller flight departments most conflicts are based on hard days off and trip planning. With that said there were lots of time off and no trip planning. So in our case not knowing how long and how this was going to affect us, we assigned flight crews for on weeks to cover any trips that may have arisen.

This worked fine until June when we lost over half our team with a layoff. Now we face the waiting game like all other departments that have laid off as when do we replace the team members that we have lost? Plus how to resolve the crew issue in the short term, as the contract pilots have not been able to afford to stay current.

We have been having weekly Zoom meetings to stay informed. Because one of the fears I have is the schedule and our basic instinct to go back to work at a pace that will very well stretch the ones that are here very short and undo the strides that were made for a work vs self-balance.

For many of us, using our CRM skills has shifted from our colleagues to our home life. Today's day to day environment is a test in ways we have never imagined.

From job security, financial hardships, to self-preservation we unite our families and friends with the aid of our taught skill set and own life experiences.

When the new normal eventually does happen; will the reuniting of crew members back in the aviation role be different? Will they bring/add a new set of "conflicts" to the already fluid environment.

Is our current level of training enough? In some cases it may not be! Is this an HR function or will it be our responsibility to resolve. Where do we go from here?...

[end]



OUR STORY

There's this concept that to grow a business, you have to be ruthless with your competitors. We know there's a better way. From the start, our mission has never been about the bottom line but rather the reward in working with flight departments and operations to “grow with a conscience, and succeed with a soul.”

Sājet was created to support the private aviation community and to help operators become even better - internally, professionally, emotionally, and safely.

As a trainer and consultant in business aviation since 2001, Scott D. Arnold noticed a shift in the way flight departments were evolving in their cabin safety and standards culture and mindsets.

They were no longer enticed by “status quo” training products and vendor bids vying for their attention. More and more operators require customized programs to meet their individuality instead of accepting the same stagnant and generic programs.

From this shift, a company was born: Sājet Solutions, Inc. It was founded in 2013 on the notion that flight operations don't want to be swayed from their established policies and procedures —

they want to be helped with successfully establishing and implementing their standards, which are the perfect fit for them.

If you've read the Sājet team bios, you know our team is made up of savvy entrepreneurs and industry experts, bringing an impressive and dynamic level of experience to a young company.

You don't have to do this alone. Learn and grow with the support of Sājet Solutions as we continue to empower flight departments and operators around the world by taking your vision, providing focus, crafting the solution, and bringing it to fruition, together.

CONFLICT RESOLUTION PRESENTERS



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