

# BUILD YOUR HORIZON POINT

Understanding Human Interactions to Combat Stress  
and the Imposter Syndrome

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Bombardier Flight Attendant Safety Summit – Montreal, QC

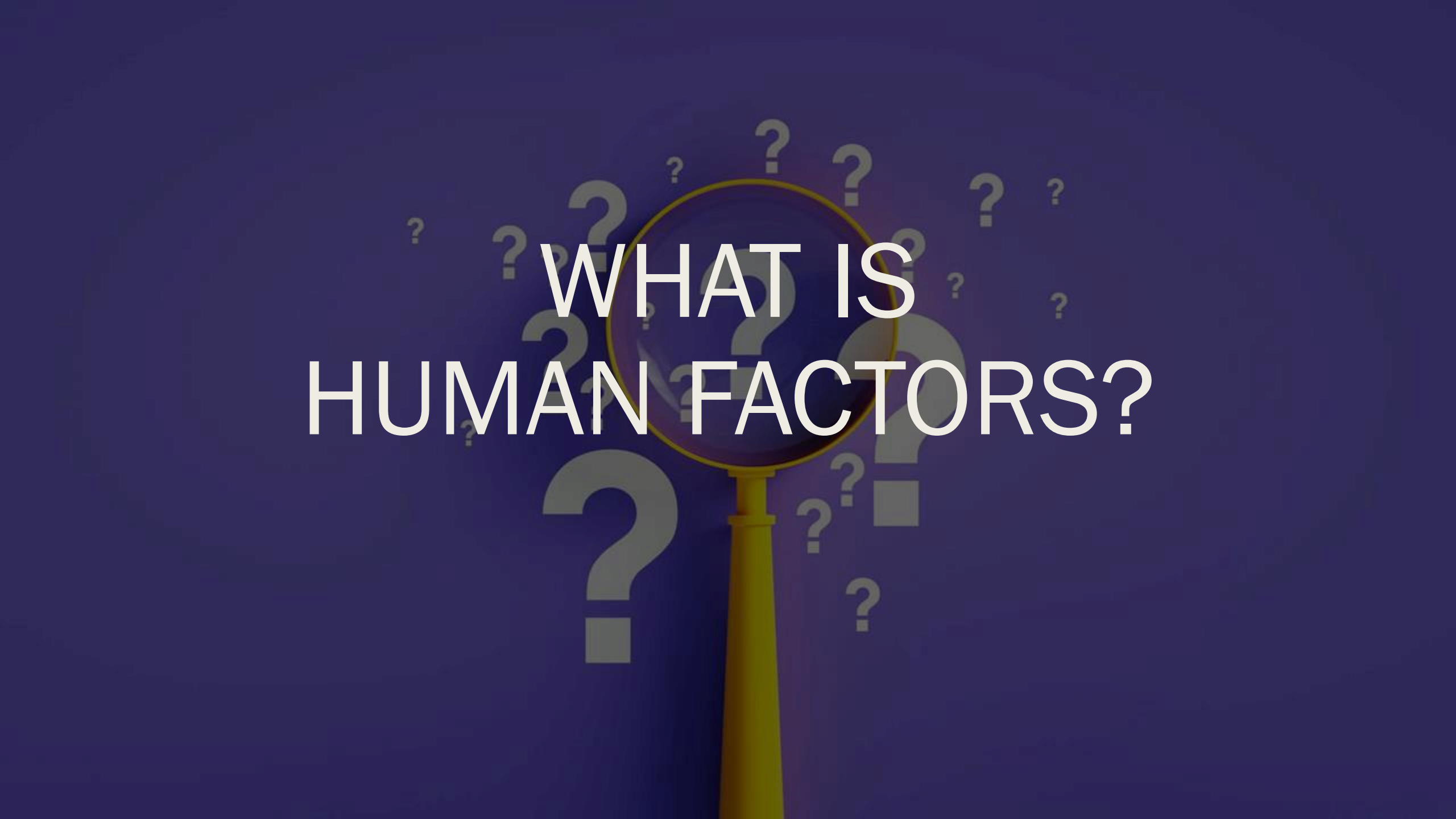
# Quick Introduction

- President/Founder of HF Solutions
- Busy Family - Husband (ATC), Abigail (8.5), Christopher, (7), Adam (3.5)
- College diploma - Aviation Flight Tech (Canada) 2002
- BS Aeronautics - Minor in aviation safety - 2016 ERAU
- MS Aeronautics - Specialization Human Factors - 2020 ERAU
- PhD Aerospace - UND
- Adjunct Professor
- Aircraft Accident Investigator - Air Line Pilot Association
- Airline Pilot - First Officer B737

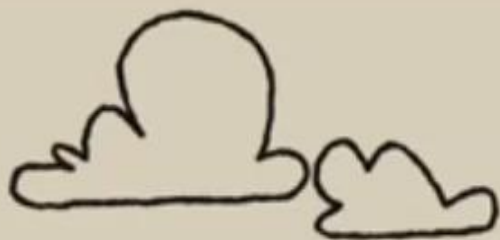


# Safety Moment





# WHAT IS HUMAN FACTORS?



## More videos



Human performance



Communication



Human information processing



Teamwork



Design and automation



Safety culture

# What is human factors

## ■ What is Human Factors?

- *Human Factors is the study of humans and the interactions between the required task and their environment.*
- *Ergonomics, risk management, error mitigation, improved process, CRM, SMS, HFACS, physiology, cognition etc.*
- *The purpose of studying something is to know it, apply it, and use the information in new ways*

# What human factors is not...

- What Human Factors is not...
  - *Common sense*
  - *Behaviour Modification...well kind of*
  - *Charm school*
  - *A fix-all solution for problems at a flight school, air taxi, or airline*
    - *Or hospital, construction company, nuclear power, police force etc.*



# Human Factors

Improvements in the system

+

Improvements in the tools

+

Improvements in the processes

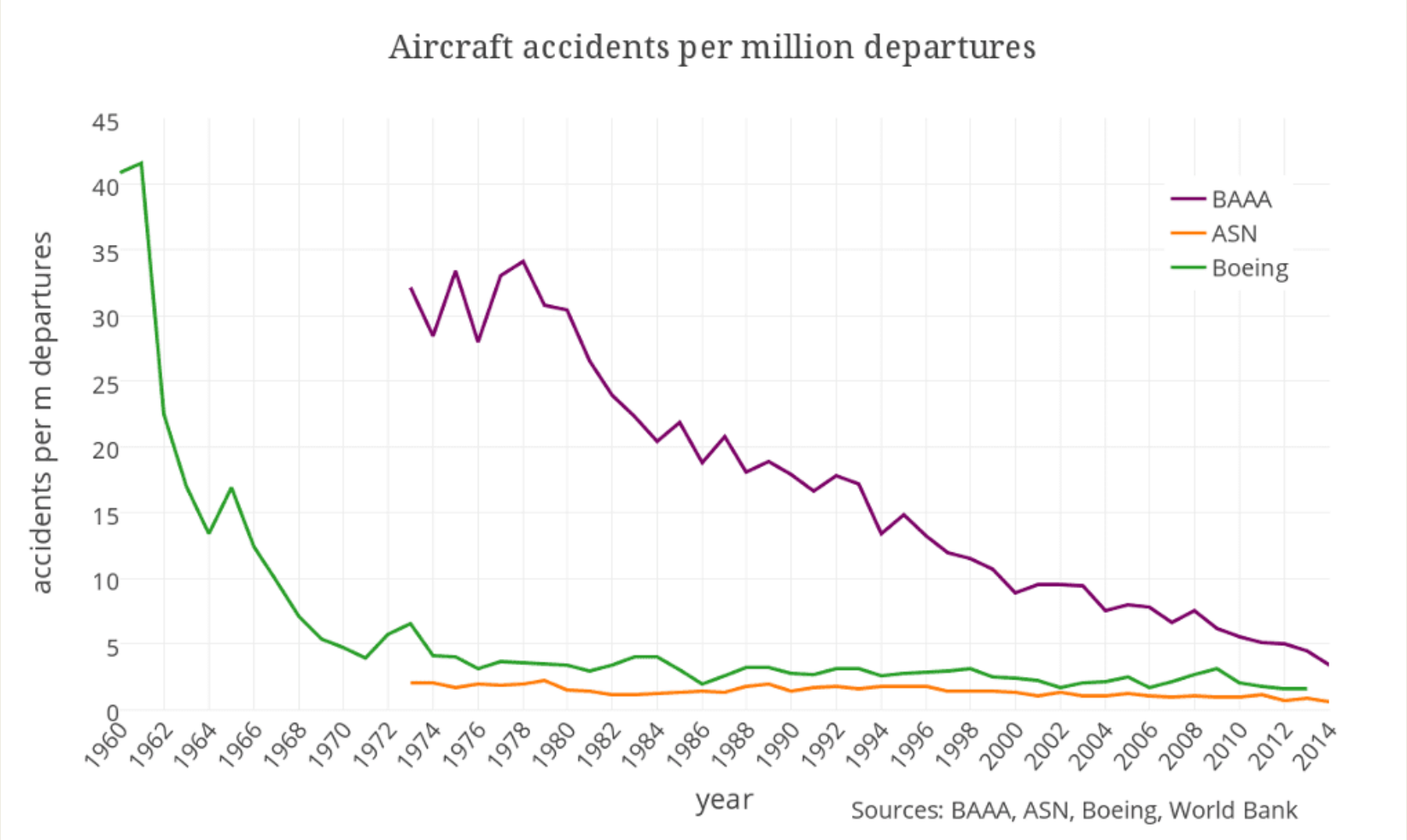
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Improvements in policies and procedures

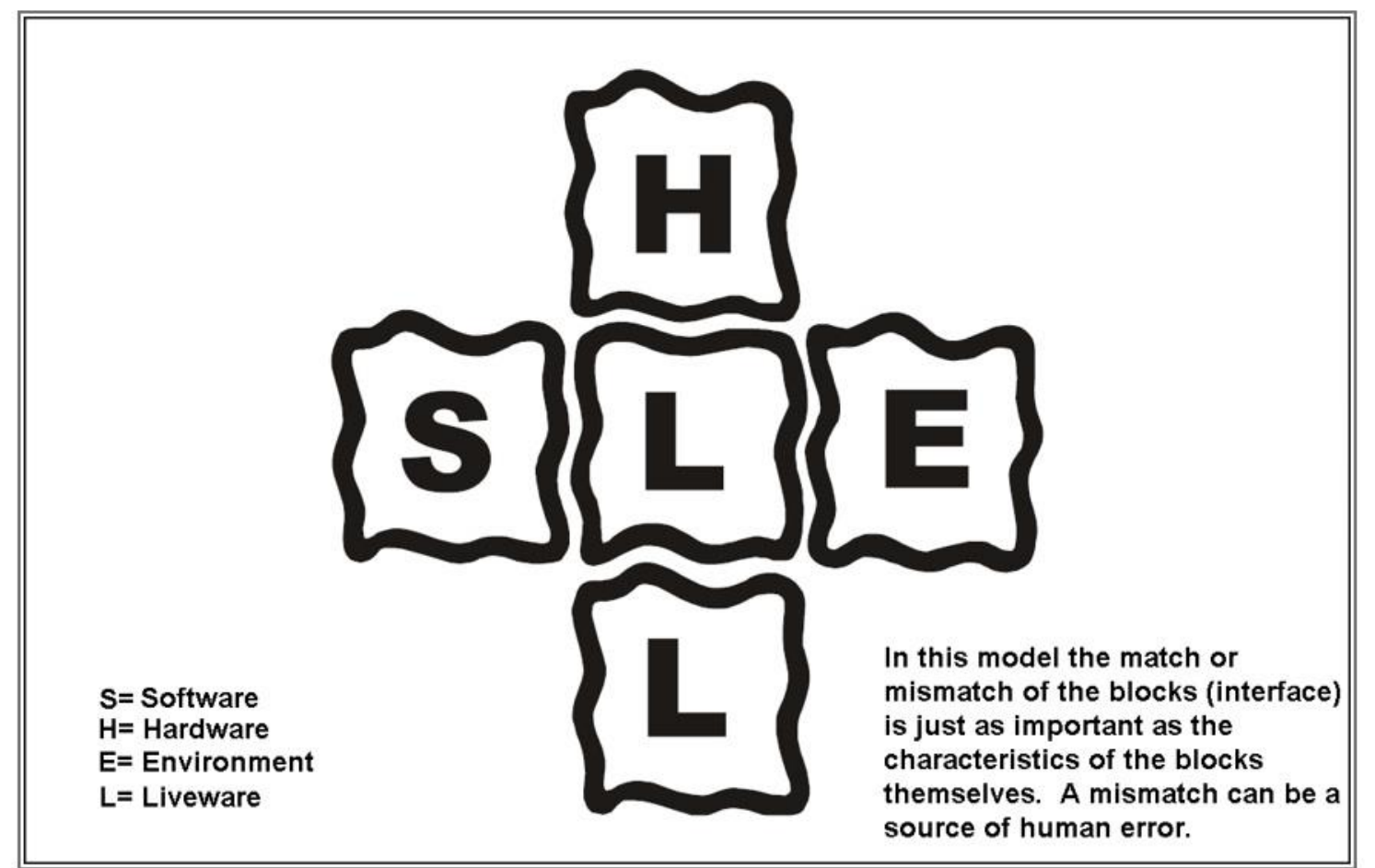
Improved System Safety



# Aircraft Accidents Historical Review



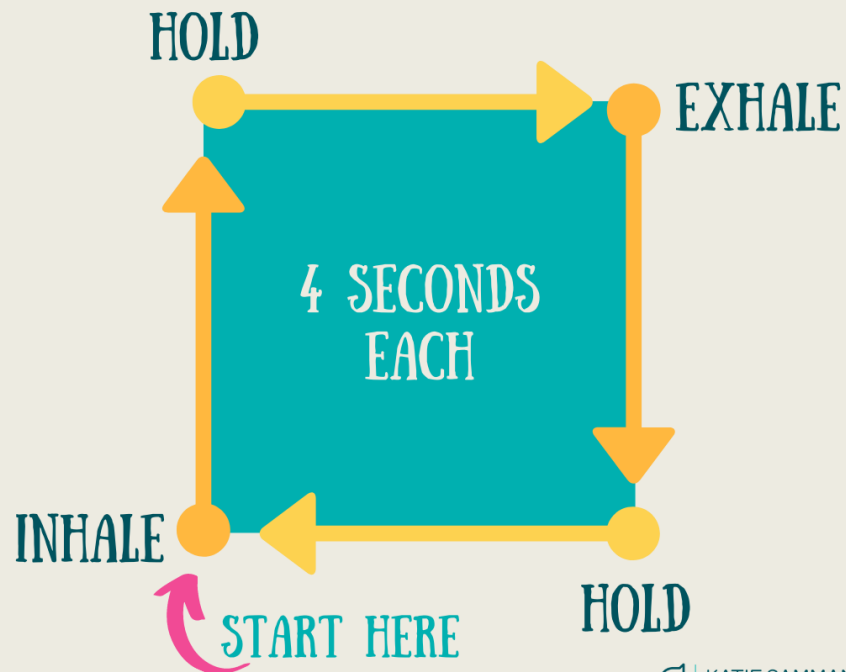
# SHELL Model



SHELL MODEL

# What is Stress?

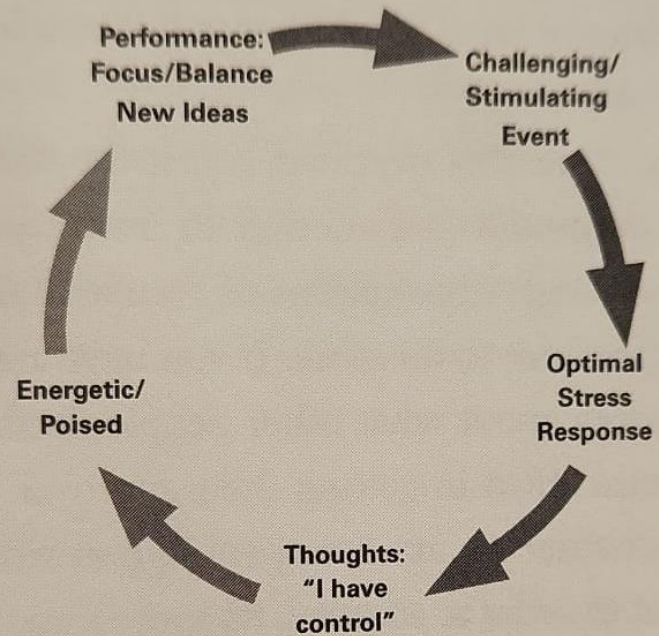
## BOX BREATHING



KATIE SAMMANN  
PSYCHOTHERAPY

- When the demands of a situation exceed your perceived ability to control them.
  - *Required task exceeds available resources*
- When faced with any problem you can only control yourself
  - *Exercise control by taking a breath, changing your thoughts (stop intrusive thoughts), putting in boundaries (I'm not ready to have this conversation right now, lets talk later).*
  - *Change your perspective (Turbulence experience)*
- Things out of your control attract your attention like a magnet attracts metal
  - *Do not allow yourself to be distracted*
- Build resilience – easy when framed as temporary
- Choose your hard

## Success Under Stress



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# HOW DO YOU PERFORM?

# Develop a Horizon Point



# Develop a Horizon Point



## Knowledgeable and Safe Cabin Crew Member

- Confident annual drills
- Great communicator
- Motivating others
- Great systems knowledge
- Better non-technical skills

## Confident Annual Drills

- Look at the company provided study guide
- Review memory items
- Review training videos
- Review systems knowledge
- Positive Affirmations – We will work together to solve the problem

# Using the Horizon Point to Stop Imposter Syndrome

- If the annual isn't perfect, I feel bad – external validation
- When we are consistent in our actions that support our horizon point, we achieve small successes that are quantifiable
  - *I reviewed the memory items*
  - *I went through my cue cards*
  - *I watched the training videos*
  - *I reviewed my emergencies*
- I am prepared, I have shown up for myself, I am ready, I deserve to be here
- I learned from that experience, learning builds confidence in handling the problem the next time,

# Reframing a Situation

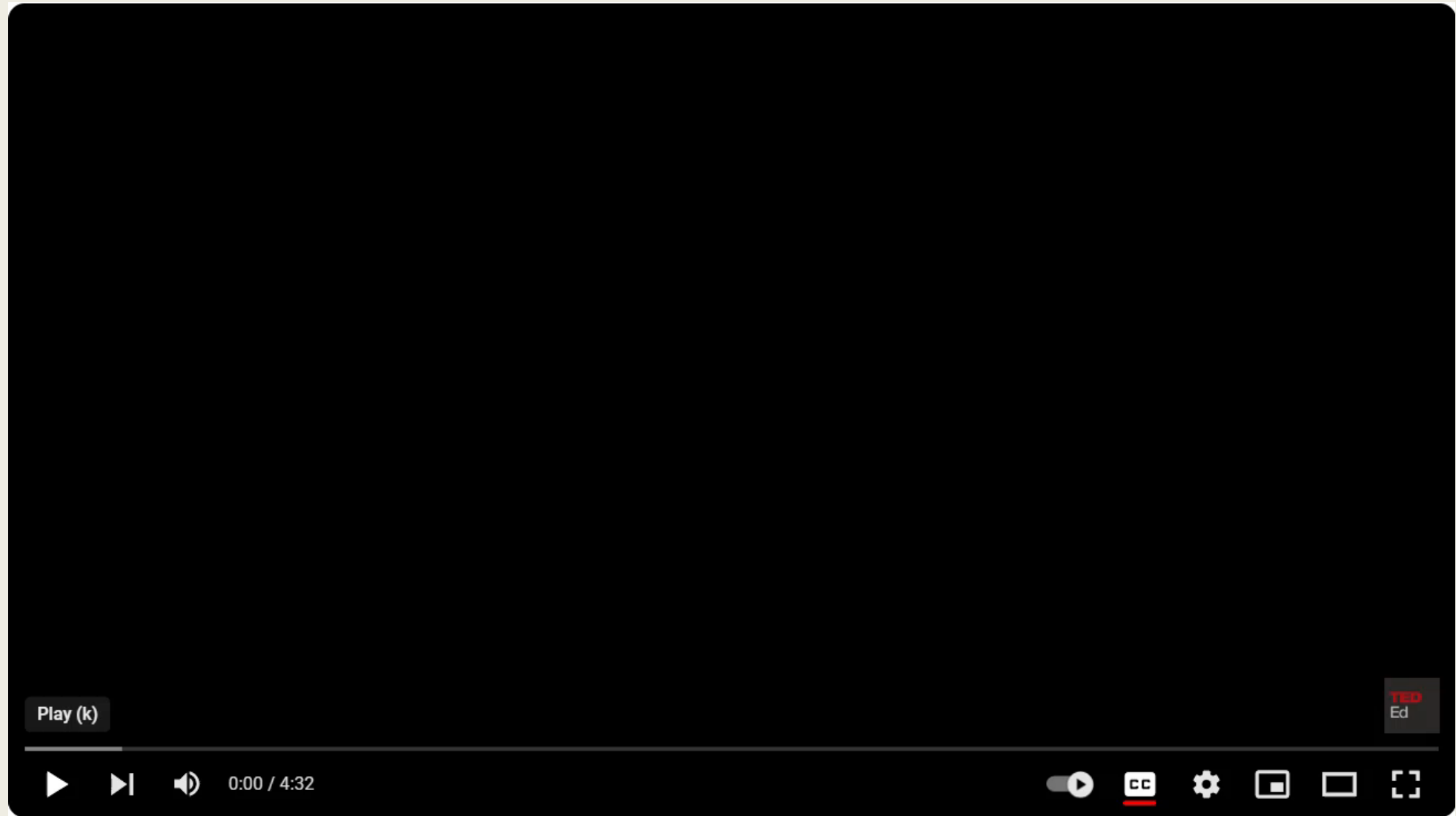
- Turbulence – Passengers vs kids
- How we view a situation allows us to respond vs react
- Responding vs Reacting gives us control to manage a situation



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# Teamwork and Communication



# Shared Mental Models

- It's the mental picture, or understanding, of how the flight, or situation will progress.
  - *Pre-flight briefings, or pre-flight planning*
  - *Flight details are discussed*
  - *Potential threats identified*
  - *Mitigation strategies developed*
- Cognitive Dissonance
  - *An uneasy feeling when the situation trends away from what was discussed or understood.*
  - Communication is key - ask the person what their plan is
  - "This is a threat we did not previously discuss, what is your current strategy?"
  - "This is starting to trend in a direction that we did not previously discuss (against what we previously discussed). Can you please fill me in (tell me) what your current plan is so that I can best support you and our crew"

# THANK YOU

Reach out with any comments, questions, or concepts!  
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Check out the website [www.hfsolutions.ca](http://www.hfsolutions.ca)

Let's Connect on LinkedIn - Stacey Jackson

