

Scenario 3

Objective:

Encourage cross-functional communication and support.

Setup:

_____ (FA) has the galley prepped and ready for the flight to _____. _____ (FA) has flown with _____ and _____ before and knows that they are brief with details about the flight to cabin crew. Before the pax show, _____ (FA) hears the flight deck crew chatting about _____ as if they _____ and surmised that there wouldn't be a briefing on the horizon.

After a "You good?" statement from the flight deck, the parking brake is popped, and the taxi begins. During the taxi, _____ (FA) catches a hint of an unusual odor. Shortly after takeoff, _____ (FA) notices that the smell increases.

Situation:

Please act out this scenario demonstrating a low psychological safety environment.

Please act out this scenario demonstrating a high psychological safety environment.

Coaching words: