Flight Crew Wellness:
Certificate of Completion

Program Syllabus:

Program Description

Welcome aboard our personal development course, Journey to Personal Growth: Flight Crew Edition!

Prepare to take off on a journey that will transform you and your career! Our online course is your ticket to acquiring essential skills, tools, and knowledge to navigate stress, establish boundaries, and enhance your overall well-being in the demanding aviation environment.

As a member of the flight or cabin crew, you understand the unique challenges that come with the work environment. This course is designed to provide you with the support and guidance you need to thrive in this high-pressure setting.

Through JOY's exclusive philosophies, rooted in positive psychology, you will tap into your inner strength to maintain a resilient mindset in your personal and professional life. By developing self-awareness and emotional intelligence, you will forge meaningful connections with your crew members and passengers, fostering a collaborative and harmonious atmosphere. Overcome your self-limiting beliefs and anxiety through the power of positive affirmations and gratitude, and embrace a newfound sense of confidence that will send you soaring to new heights!

Our online course offers a flexible and convenient learning experience that allows you to learn at your own pace and on your own schedule. You will have access to various resources, including videos, worksheets, quizzes, interactive activities, and discussion forums.

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Program structure:

This course consists of three distinct parts:

Part 1: Stress and Burnout

Part 2: Flight Crew Stress

Part 3: Be Your Own Coach (BYOC)

The first part explores the broader themes of stress and burnout, offering a comprehensive understanding of the factors contributing to the strain experienced in everyday life. The second part focuses more specifically on the unique dimensions of flight crew stress. The third equips you with the tools to help you overcome stress and burnout and allows you to begin a transformative journey by following JOY's six philosophies and practicing effective coaching techniques on yourself. See below for more details.

Learning Outcomes:

By the end of this program, you will be able to:

- Identify all of JOY's philosophies and how they relate to your personal and professional life.
- Gain insights into different types of stress and recognize the specific ones that may affect you.
- Acquire strategies to prevent and effectively manage burnout before it takes control.
- Identify and address the specific stressors associated with aviation, fostering a healthier work environment.
- Develop the ability to set healthy boundaries and confidently assert yourself in various aspects of your life.
- Transform old habits into new, positive patterns that support your growth and success.
- Overcome self-limiting beliefs that impede your progress toward personal and professional goals.
- Utilize the power of positive psychology, gratitude, and affirmations to overcome negativity and maintain a resilient mindset.
- Prioritize self-love and gain awareness of your role in the drama triangle, empowering you to adopt healthier dynamics.
- Enhance your emotional intelligence by honing skills in the five components that contribute to effective communication and relationships.

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- Integrate mindfulness into your daily life through practical exercises that foster presence and well-being.
- Learn about the stages of change and develop strategies to stay motivated and achieve your goals.
- Shift your focus toward what you can control, enabling you to manage stress and avoid being overwhelmed by external factors.
- Master effective time management techniques to stay organized and handle tasks, projects, and potential emergencies.
- Learn to create powerful mind-maps and vision boards that serve as guides on your path to realizing your aspirations.
- Implement SMART goals to track your dreams, discern which ones are attainable, and determine the necessary steps to achieve them.
- Sharpen your listening skills, attuning yourself to non-verbal cues and becoming a more proficient communicator.
- Cultivate acceptance and develop the ability to navigate disagreeable situations with greater tolerance and resilience.

Who is the Course for?

This program is developed for members of flight crew who are struggling in their career, are currently or at a risk of experiencing stress and/or burnout, or flight crew members who would like to learn or improve valuable soft skills. JOY's Flight Crew Wellness Program is designed to specifically equip flight and cabin crew members with the skills, tools, and knowledge to manage stress through learning the most in-demand soft skills such as time management, communication skills, empathy, and emotional intelligence, ultimately allowing them to achieve a harmonious work-life balance.

Program Rationale and Approach:

JOY's Flight Crew Wellness Program was developed based on a combination of both a theory- and practice-based approach. So, by the end of the program, learners will have a strong knowledge of both.

The **theory** segments will help learners:

- Stay up to date with the latest research, approaches, and methodologies used in tackling flight crew stress and burnout.
- Gain a comprehensive understanding of the Journey of You methodology.

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The approach in the **practice** sections of the program:

- Aims to help learners acquire:
  - Professional, technical, and personal skills adopted and implemented in coaching practices.
  - New capabilities that learners can use to improve themselves.
  - A reflective voice that will ultimately help learners determine what they need to manage flight crew stress and burnout.

- To do so, the program:
  - Includes engaging and articulate videos.
  - Provides learners with video transcripts so that they can follow-up and save for future reference.
  - Allows learners to move at their own pace and gives them time to absorb and reflect on the information.
  - Encourages group discussion and reflection through discussion and reflection forums.
  - Provides activities that will enable learners to determine their comprehension of the material.
  - Adopts critical thinking and reflection questions that are key to personal development.
  - Adopts multiple graded examinations to help learners test their knowledge of the covered material.

Program Duration:

While the program allows learners to move at their own pace, learners will have access for up to 6 months which is more than enough to complete the program, after which it expires.

Participants who request an extension must have a valid reason and be able to substantiate their request.

If learners do not have a valid reason, then they will need to re-register for the program and repay the program fees.

Program Components:

The program is composed of different sections and approaches. These will be explored in detail below.

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Participation in Discussion Forums:

Discussion forums are a core component of the program, and each forum typically takes 15–20 minutes. Through these discussions, learners are provided with a question or set of questions that will allow them to individually reflect and also interact with each other and their input. In doing so, learners get a wider perspective and diverse points of views, which will help them in their own personal journey.

Videos and Transcripts

The content of the program is based on Joumana Mansour's book: Journey to Personal Growth. Animated videos are used to present the book's content in a visually appealing and engaging manner. Additionally, key words and phrases are used to draw learners' attention to crucial information and improve their understanding of the text.

The length of each video depends on the content of the material. Adopting a micro learning approach, content is broken down into several videos to

(1) better organize the ideas and
(2) create shorter videos that allow for increased focus and comprehension of ideas.

Learners will also find a link to the transcript under the videos, which they may download to read at their own pace and save for later use. If a piece of information is divided up into several videos, the transcript can be found on the page where the last video is posted.

Activities

Each program section comes with a number of exercises and activities to foster a more engaging and interactive dynamic.

Activities are designed to achieve one of the following three goals: (1) to assess learners' knowledge of concepts before covering a particular topic, (2) to test learners' knowledge of the material that has already been covered, thereby assisting them in determining whether they have a firm understanding of it, or (3) to enable learners to consider their characteristics and position in relation to the content (i.e., self-assessment).

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Quizzes

To help you determine your strong knowledge of the content, learners will be quizzed on the covered material. Each quiz is made up of a set of ten multiple-choice and true/false questions and will help learners determine their understanding of the subject matter.

The passing grade for each quiz is 60. Learners can repeat the quiz several times to achieve the desired grade.

Daily self-practice

Another fundamental element within the program encompasses individual self-practice activities, including but not limited to mindful breathing exercises, positive affirmations, and journaling. Although these activities are not formally evaluated, it is strongly recommended that learners engage in them regularly since they play a crucial role in one's personal development and advancement. Ideally, it is recommended that learners dedicate a daily time frame of 30 minutes per day for these activities.

Program Content

Part 1: Stress and Burnout

Outline and Objectives

In our fast-paced, busy lives, stress has become so commonplace that we barely even notice it anymore. However, this insidious destroyer is responsible for so many physical diseases, mental breakdowns, family dysfunctions, and marital dissolutions.

But what if you can take control of your stress and navigate obstacles in a healthy, productive way, mitigating all the ill effects of daily pressures?

To do so, this chapter will first focus on stress and burnout, the different types of stress, and how they might manifest in our lives. Once we can name the monster, we can defeat it. So, by the end of this chapter, you will better understand how stress has been affecting your

emotional, mental, and physical health and what you can do to address stress and burnout. Take a deep breath and get ready to take a load off!

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By the end of this part, you should be able to:

- Identify what stress is;
- Identify the different types of stress;
- Identify the symptoms of stress and how it affects our bodies;
- Identify the difference between stress and burnout;
- Learn strategies to deal with burnout;
- Learn the sympathetic and parasympathetic nervous system roles in increasing or decreasing your stress levels;
- Learn the difference between instance and delayed gratification.

Part 2: Flight Crew Stress

Outline and Objectives

A career as a flight crew member means navigating a high-stress, demanding environment that can take a toll on your well-being, often leading to stress and burnout. It's no surprise, then, that flight crew members face these challenges regularly.

This section is designed to help you recognize how the unique demands of flight crew work may be affecting your stress levels and spilling over into other areas of your life. We'll equip you with practical strategies to address stress and burnout on the spot, helping you handle the pressures that come with a career in aviation. Take a deep breath and get ready to elevate your work-life balance!

By the end of this part, you should be able to:

- Identify what flight crew stress is and how it manifests in your life;
- Learn what flight crew wellness is and its importance in your experiences as a member of the flight crew;
- Manage and prevent stress and burnout as a member of the flight crew;
- Deal with specific stressors that come with different positions and tasks as a member of the flight and cabin crew.

Part 3: Be Your Own Coach

At JOY, we firmly believe that everyone deserves to learn how to live life to the fullest. That's why we created BYOC. Our goal is to equip you with the skills, tools, and knowledge to guide yourself on the path of personal and professional growth.

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Throughout this course, you will begin a transformative journey, following JOY's six philosophies and Methodology, practicing effective coaching techniques on yourself, all at no additional cost.

This journey will empower you to use the core principles of positive psychology so that you can shift your perspective, recognize codependent relationships, prioritize self-love, integrate mindfulness into every aspect of your life, enhance your self-awareness and emotional intelligence, acquire invaluable life skills, become an excellent communicator, and embrace change with an open mind.

By the end of the part, learners will be able to:

- Identify all of JOY's philosophies and understand their relevance to your life;
- Transform old habits into new and helpful patterns;
- Overcome self-limiting beliefs that hinder your progress;
- Utilize positive psychology, gratitude, and affirmations to eliminate negative thoughts and emotions that can derail your life;
- Prioritize self-love and recognize your role in the drama triangle, learning how to adopt a more beneficial and balanced role;
- Develop and enhance your skills in the five components of emotional intelligence;
- Incorporate mindfulness into your daily life and practice the five mindfulness exercises provided;
- Understand the stages of change and maintain motivation to achieve your goals;
- Establish healthy boundaries to maintain control over your life;
- Effectively manage your time to handle important tasks without becoming overwhelmed.

Ethics of Conduct

We know that each learner is passionate about their own journey to personal growth, which is why they are interested in this course. As such, we expect learners to be actively engaged and invested.

Throughout, one must keep in mind that other learners are from cultures and backgrounds that will differ from their own. Hence, respect and regard for others is required, particularly in the discussion forums.

Learners are reminded to create a safe space, respecting the diverse cultures, experiences, and ideas of others.

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For Questions and Inquiries

For any questions or inquiries, please reach out to our JOY team at:

info@journey-of-you.com or call us at **+961 1 360 008** or **+961 81 360 008**

Wishing each flight crew member a transformative journey of growth and resilience, empowering you to thrive up high in the sky with renewed well-being and balance.

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