

AIRLINE STATION MANAGER

Action Steps for Response and Recovery Operations



Duration: 1 Day

Maximum Attendance: 25

Format: Extensive use of case studies, large and small group discussions, exercises

Description: Emergency operations at local level are different from those at corporate level as they will often involve the immediate requirement to assist victims and their families face-to-face. Station staff will be responsible for establishing and maintaining many of the vital systems and facilities that will form the basis of the company response in the early stages of an emergency. By understanding the components of a crisis and the key events that can be expected, managers can put their own responsibilities and those of their colleagues into proper context. The aim of this training is to enable local management personnel to effectively plan for an emergency and implement response operations.

Objectives:

- Consider emergency preparation at station level including local teams
- Understanding the sequence of response, from activation of the teams, coordination with headquarters, to preparation for the arrival of the Go Team
- Examine the roles and responsibilities of the station staff and the demands from families, media, and the public

Course Content:

- How to prepare at the station level
- Crisis organization and internal communications
- Selection and training of local teams
- Relationships with ground handling and other agents
- Local emergency control centers
- Station staff roles and responsibilities
- Information management, reports and procedures
- The needs of accident victims and their families
- Media and external communications
- Prepare for arrival of company Go Teams
- Return to normal or near-normal operations

Further Information

If you would like to know more about the Airline Station Manager and how it can complement your existing emergency plan please email at kenyon@kenyoninternational.com or contact any of the Kenyon worldwide offices.



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