

COMMERCIAL AVIATION 12 PRINCIPLES

Insights from over 100 Years of Kenyon Experience



Duration: 1 Day

Maximum Attendance: 25

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

Description: A rapid, coordinated, and compassionate response to an aircraft incident is more important today than at any other time. Airlines and airports need to meet the demands of national legislation and industry regulation, the expectations of the public and the rush of the modern media machine. Understanding the 12 Principles of Aviation Crisis Management will help to ensure an effective and efficient response effort. New challenges have come to the forefront of aviation emergency operations including: criminalization, risk management, crisis communications, data management, insurance settlements, strong leadership, and long-term business continuity. Based on Kenyon's 100 years of emergency response experience, the principles presented in this interactive training course will help participants navigate the path to a robust and well informed crisis management program.

Objectives:

- Develop a broad understanding of how and why the aviation community should respond to an incident
- Assist in the understanding of the aviation community's responsibilities during an incident
- Demonstrate to industry leaders first hand lessons learned in crisis management
- Create a proactive culture within the aviation industry, where the focus is on addressing issues and concerns in advance of an incident
- Build constructive relationships with stakeholders to promote accountability

Course Content:

- Airline Crisis Response
- Humanitarian Assistance
- Crisis Communications
- Public Inquiry, Notification and Travel Center Investigation
- Insurance, Finance and Risk Management
- Data Management
- Government and Community Affairs
- Fatality Operations
- Personal Effects Operations
- Business Continuity
- Crisis Leadership



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Further Information

If you would like to know more about the Commercial Aviation 12 Principles and how it can complement your existing emergency plan please email at kenyon@kenyoninternational.com or contact any of the Kenyon worldwide offices.