Investing in our Future Workforce

Millennials in Aviation

Boyd Parsons

06.25.2018

The children now love luxury; they have bad manners, contempt for authority; they show disrespect for elders and love chatter in place of exercise.

Author: Socrates (469 - 399 B.C.)

1: WWII Veterans (1922-1945)

2:Baby Boomers (1946-1964)

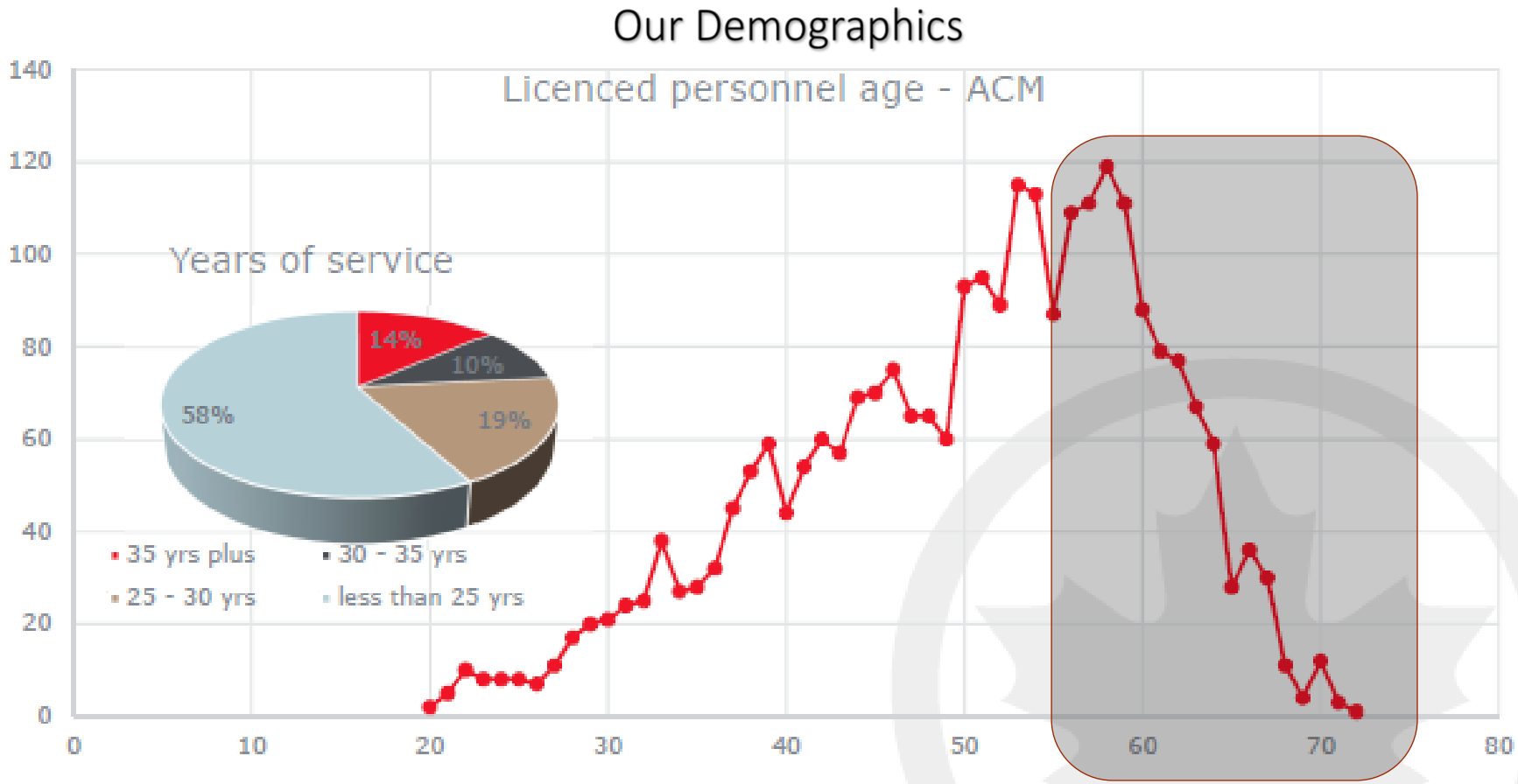
3:Generation X (1965-1980)

4:Millennials (1981-2000)

5:Other

Millennials in Aviation:
Who are they and why should we care?

Millennials (1981-2000)

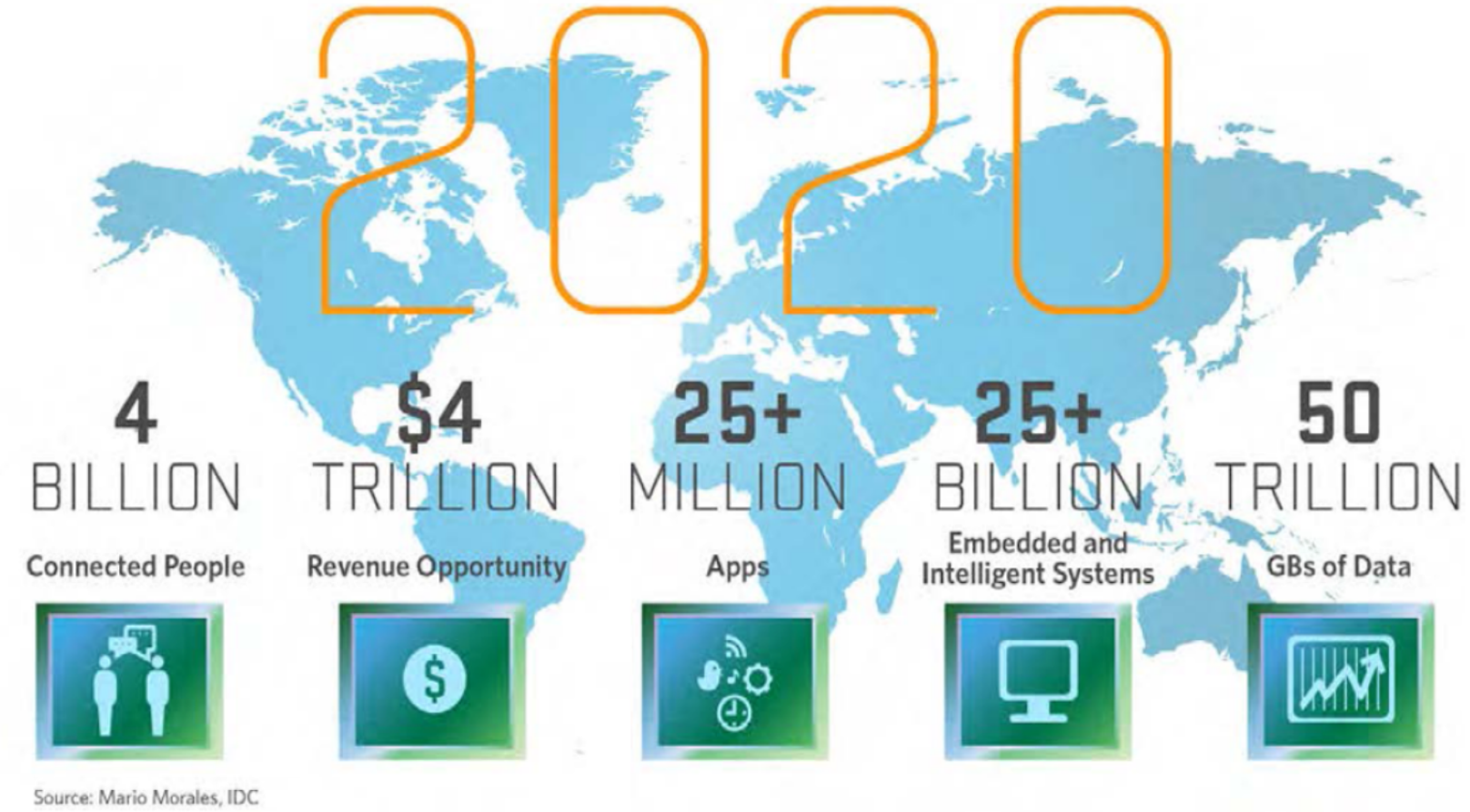


Millennials aren’t lazy or entitled: They have simply been handed tools and technology given to them by Baby Boomers and Generation X, and they know how to use them to their advantage.

https://medium.com/the-mission/the-14-most-destructive-millennial-myths-debunked-by-data-aa00838eecd6

INTERNET OF THINGS

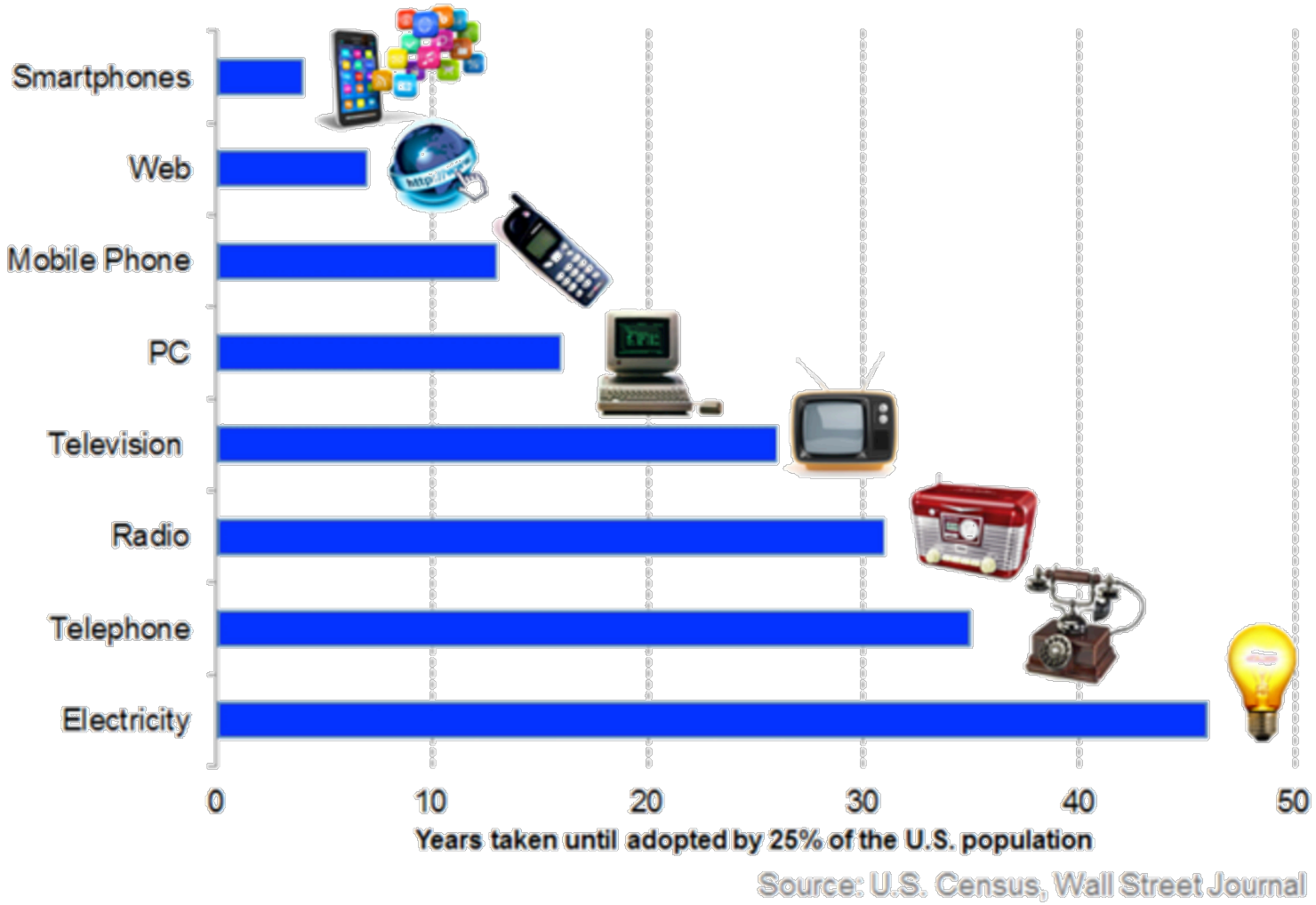
What is the INTERNET OF THINGS?

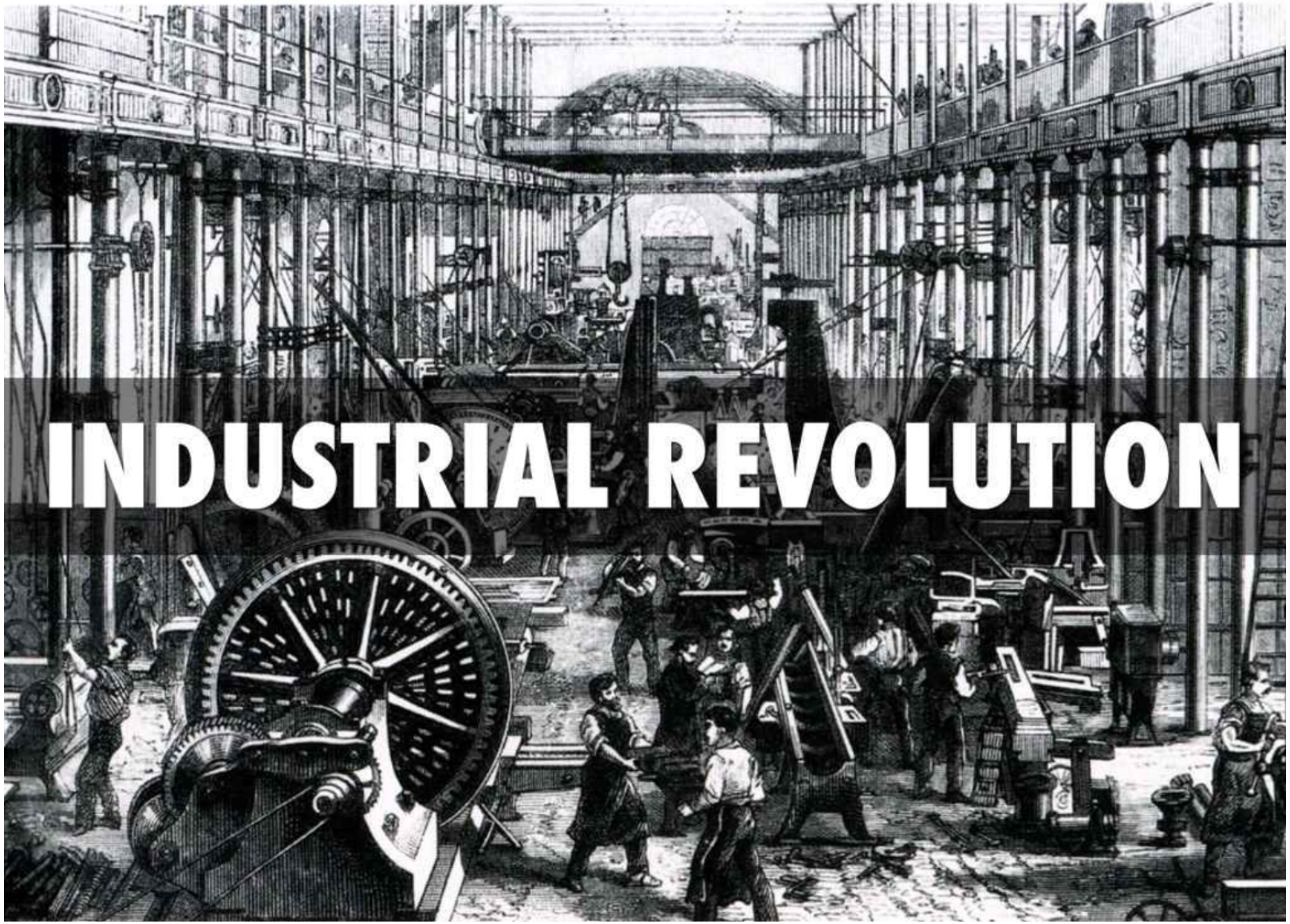


By 2020, the Internet of Things will have achieved "critical mass". Linking enormous intelligence in the cloud to billions of mobile devices and having extremely inexpensive sensors and tags embedded in and on everything, will deliver an enormous amount of new value to almost every human being. The full benefits—in terms of health, safety and convenience—will be enormous.

ADOPTION OF THINGS

INTERNET
OF THINGS
INCEPTION





Pavel Luksha,
Director, Global Education Futures
Professor, Moscow School of Management SKOLKOVO

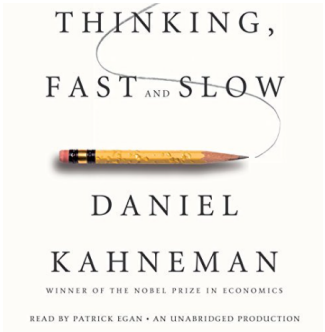
WorldSkills General Assembly, Niagara Falls

4 October 2016

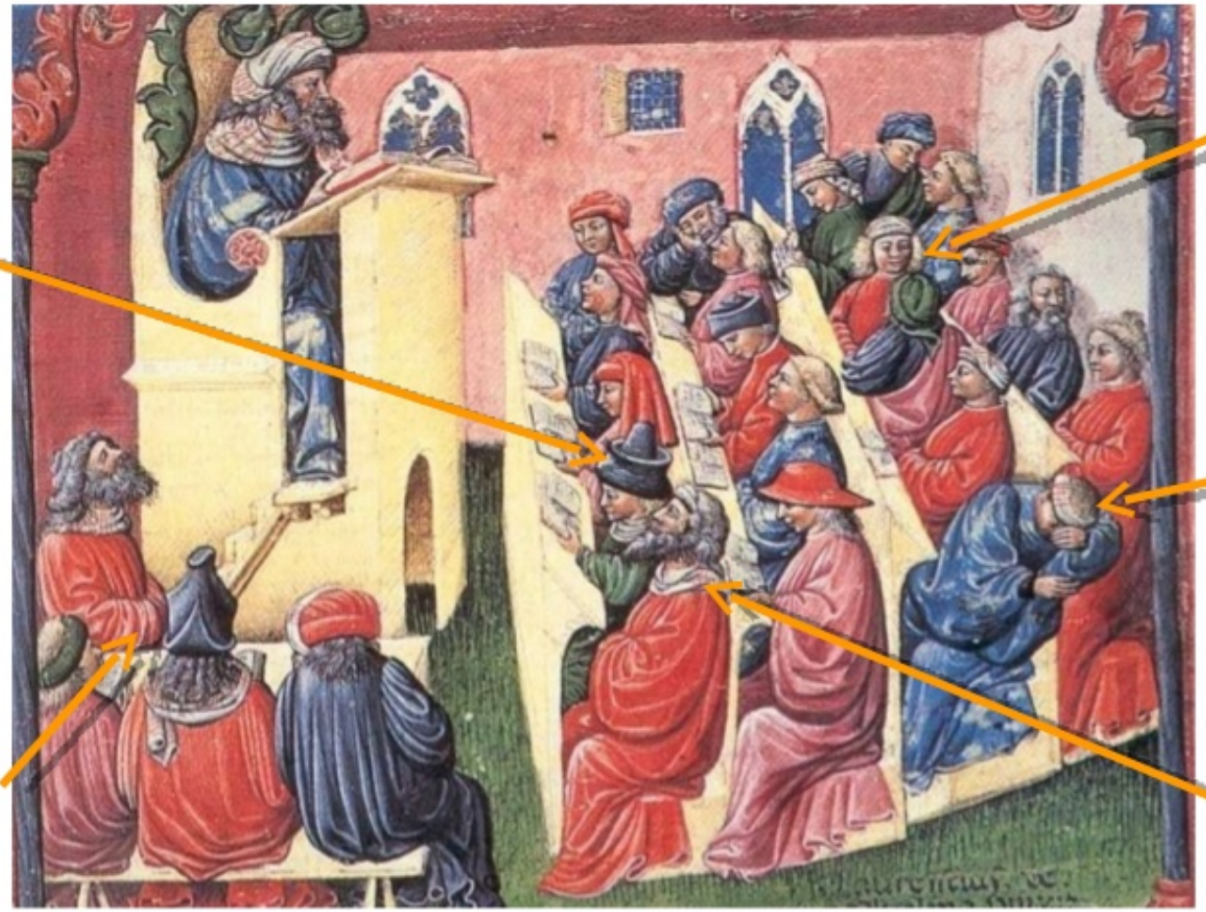
This New Year's Eve
WHERE MAXIMUM PERFORMANCE LIVES
maxell
MEMPHIS
BEST MUSICAL
TOSHIBA
STOK
Kodak
UFC RESOLUTION
RÉMY MARTIN
BE KISSED

Competition to be “**heard**” has never been so difficult

The Brain is overloaded and is evolving to forget!



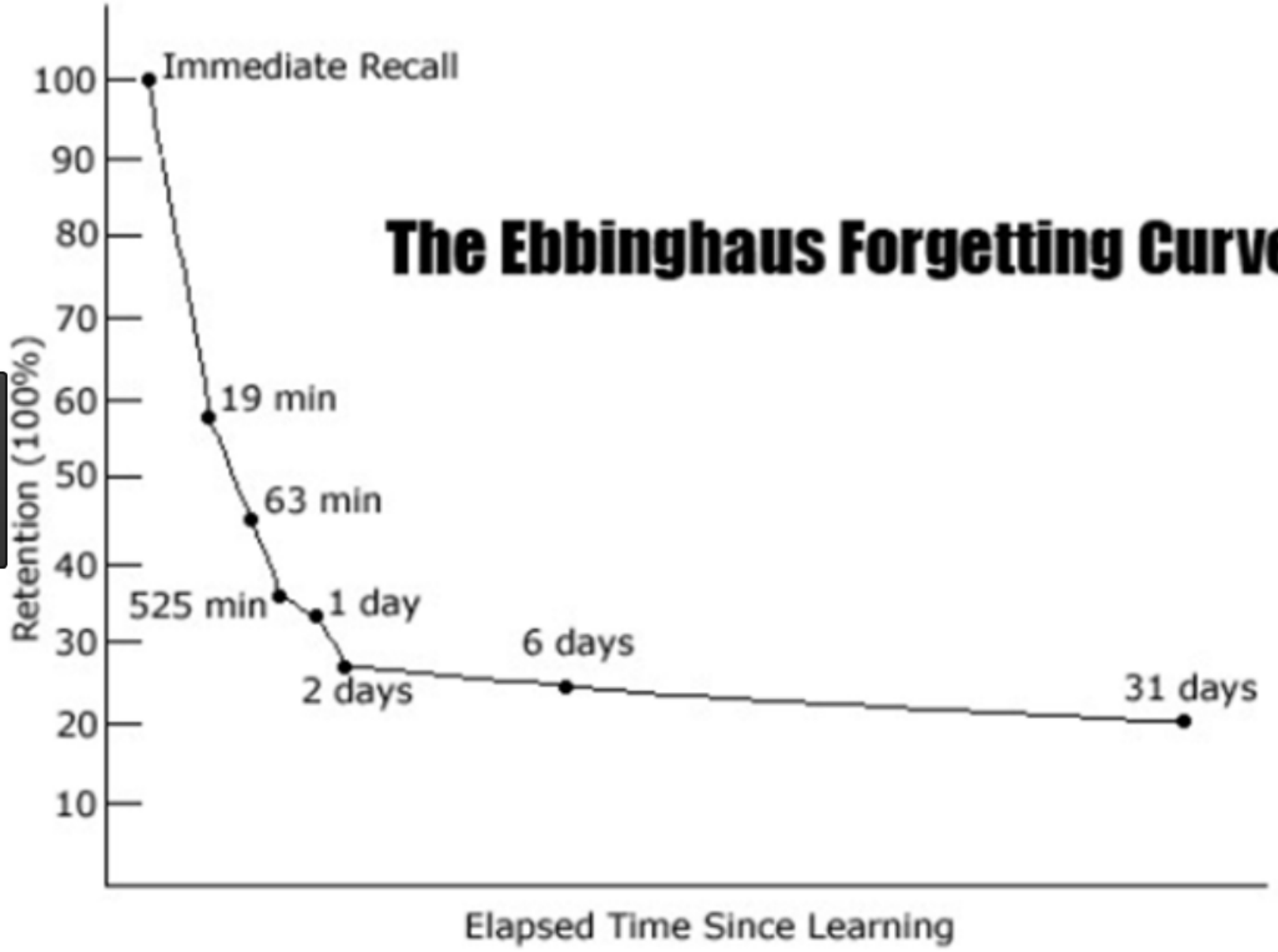
What is different today?



University of Bologna, Laurentius de Voltolina 14th century lecture

70% of All Training is Forgotten Within 24 hours

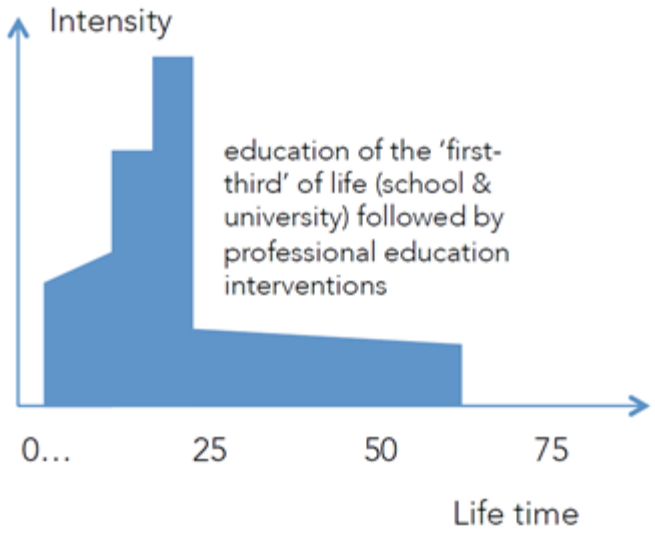
The Ebbinghaus Forgetting Curve



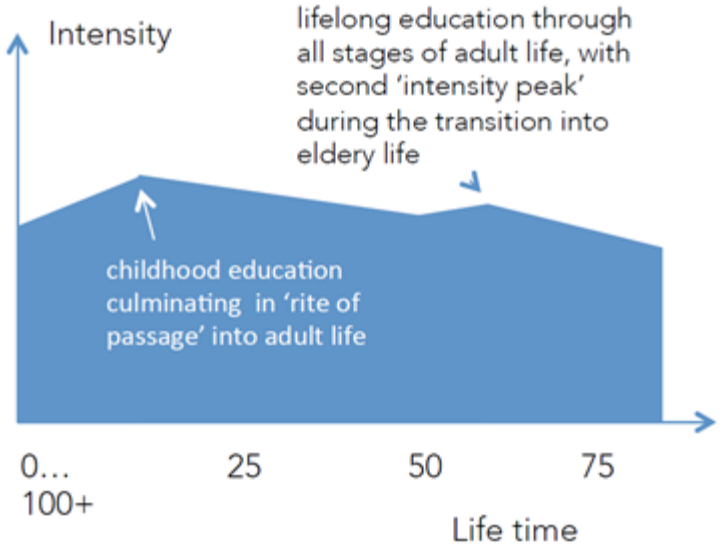
Hermann Ebbinghaus

Global Education trends

Education 2015



Education 2035



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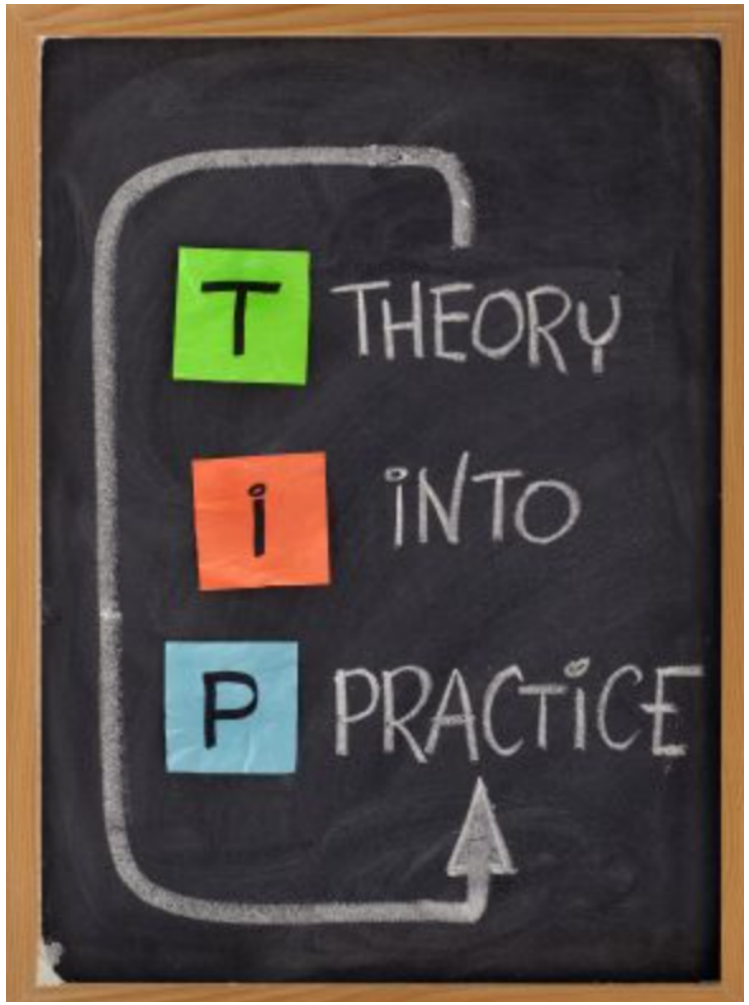
Global Training trends

What is the Goal of Training in the Workplace?

Why Should We Care?

Goal of Training in the Workplace



Regulatory

Knowledge

skills

Attitude

Business

Tasks

Competency (OS)

Proficiency

Practice

Customer

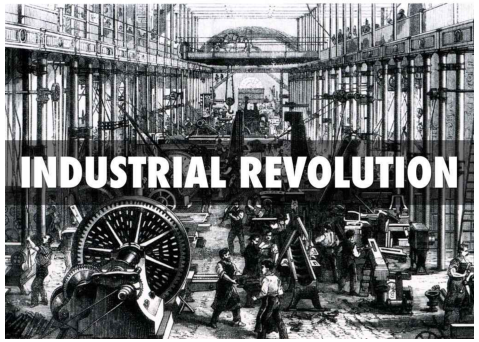
Where are *we* ***right now***?
What is ***'golden'***?
What is ***'broken'***?
How do *we* **KNOW** all *this*?

	Baby Boomers 1946-1964	Generation X 1965-1980	Millennials (Gen Y) 1981-2000
Core Values	Optimism Involvement	Skepticism Fun Informality	Realism Confidence Extreme Fun Social
Education	A birthright	A way to get there	An incredible expense
Communication Media	Touch-tone phones Call me anytime	Cell Phones Call me only at work.	Internet Picture phones E-mail

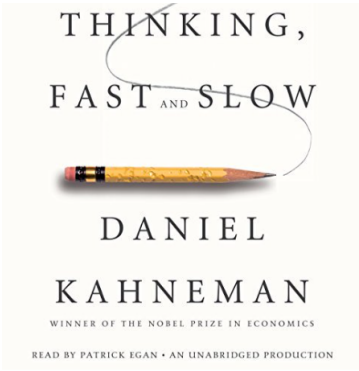
https://www.fdu.edu/newspubs/magazine/05ws/generations.htm

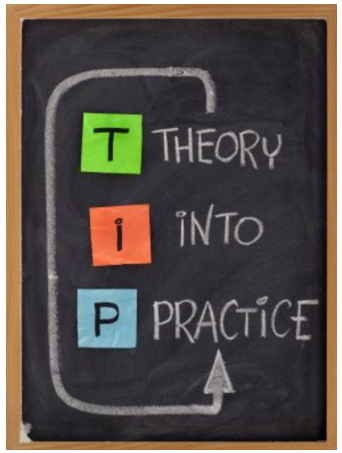
How do we
KNOW
all this?

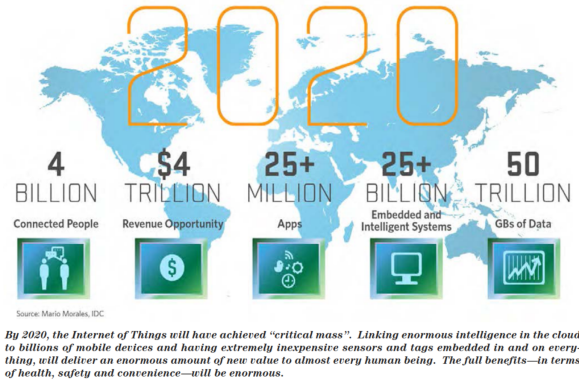
This New Year's Eve
REMY MARTIN
maxell

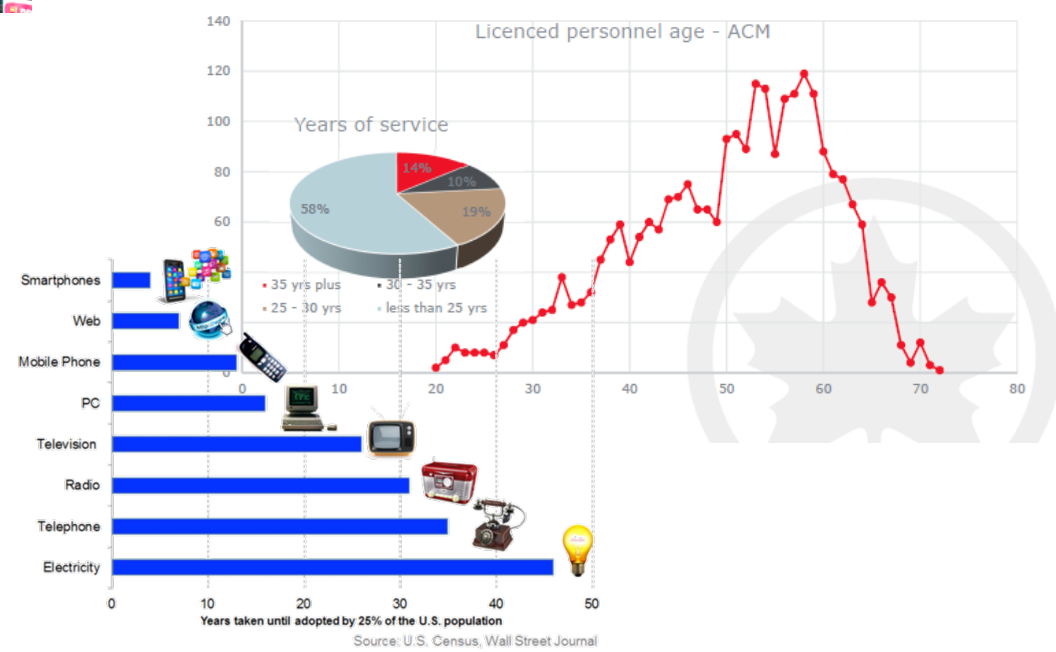

INDUSTRIAL REVOLUTION

Hermann Ebbinghaus


THINKING,
FAST AND SLOW
DANIEL
KAHNEMAN
WINNER OF THE NOBEL PRIZE IN ECONOMICS
READ BY PATRICK EGAN • AN UNABRIDGED PRODUCTION


T THEORY
i INTO
P PRACTICE


2020
4 BILLION
Connected People
$4 TRILLION
Revenue Opportunity
25+ MILLION
Apps
25+ BILLION
Embedded and Intelligent Systems
50 TRILLION
GBs of Data
Source: Mario Morales, IDC
By 2020, the Internet of Things will have achieved "critical mass". Linking enormous intelligence in the cloud to billions of mobile devices and having extremely inexpensive sensors and tags embedded in and on everything, will deliver an enormous amount of new value to almost every human being. The full benefits—in terms of health, safety and convenience—will be enormous.

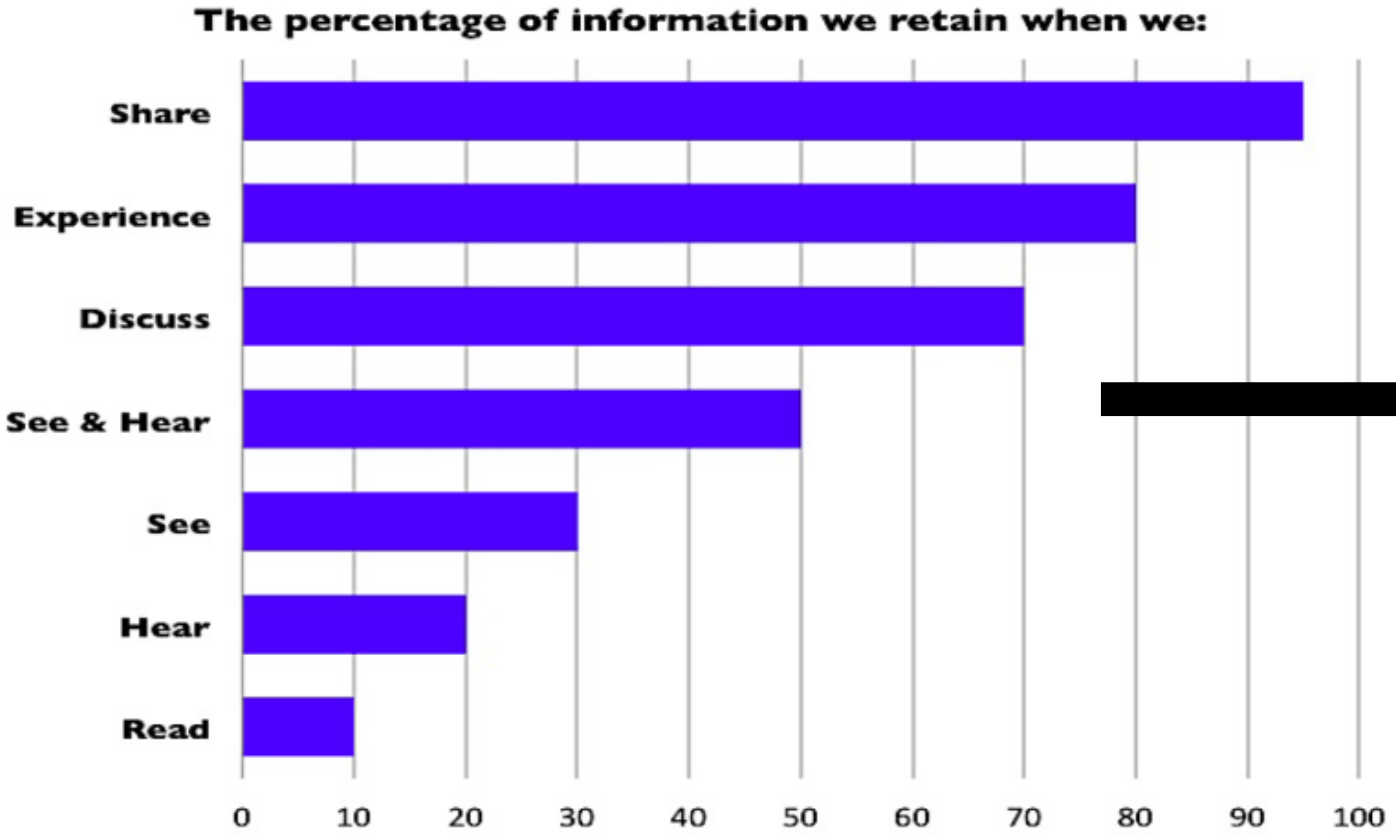

Licenced personnel age - ACM
Years of service
14%
10%
19%
58%
35 yrs plus
30 - 35 yrs
25 - 30 yrs
less than 25 yrs
Smartphones
Web
Mobile Phone
PC
Television
Radio
Telephone
Electricity
Years taken until adopted by 25% of the U.S. population
Source: U.S. Census, Wall Street Journal

Identifying Your Target Audience

- 4 Generations of employees
- Not everyone is comfortable with technology
- Technology should enhance training
  - Not deter from the learning experience

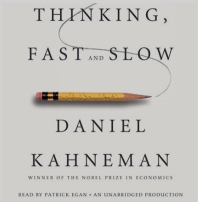
How People Learn Today

- Google how to do something
- How To Videos on You Tube
  - More than 1 billion unique users visit YouTube each month
  - Over 6 billion hours of video are watched each month on YouTube—that's almost an hour for every person on Earth
  - According to Nielsen, YouTube reaches more US adults ages 18-34 than any cable network
  - Mobile makes up almost 40% of YouTube's global watch time

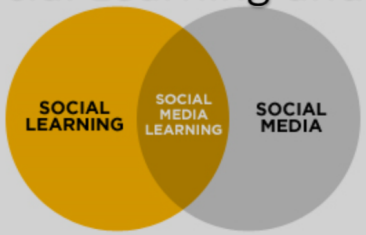


Mobile Technology

Use of Adaptive Learning Principles



Adoption of Social Learning and Social Media



Use of Adaptive and Effective Learning Technology

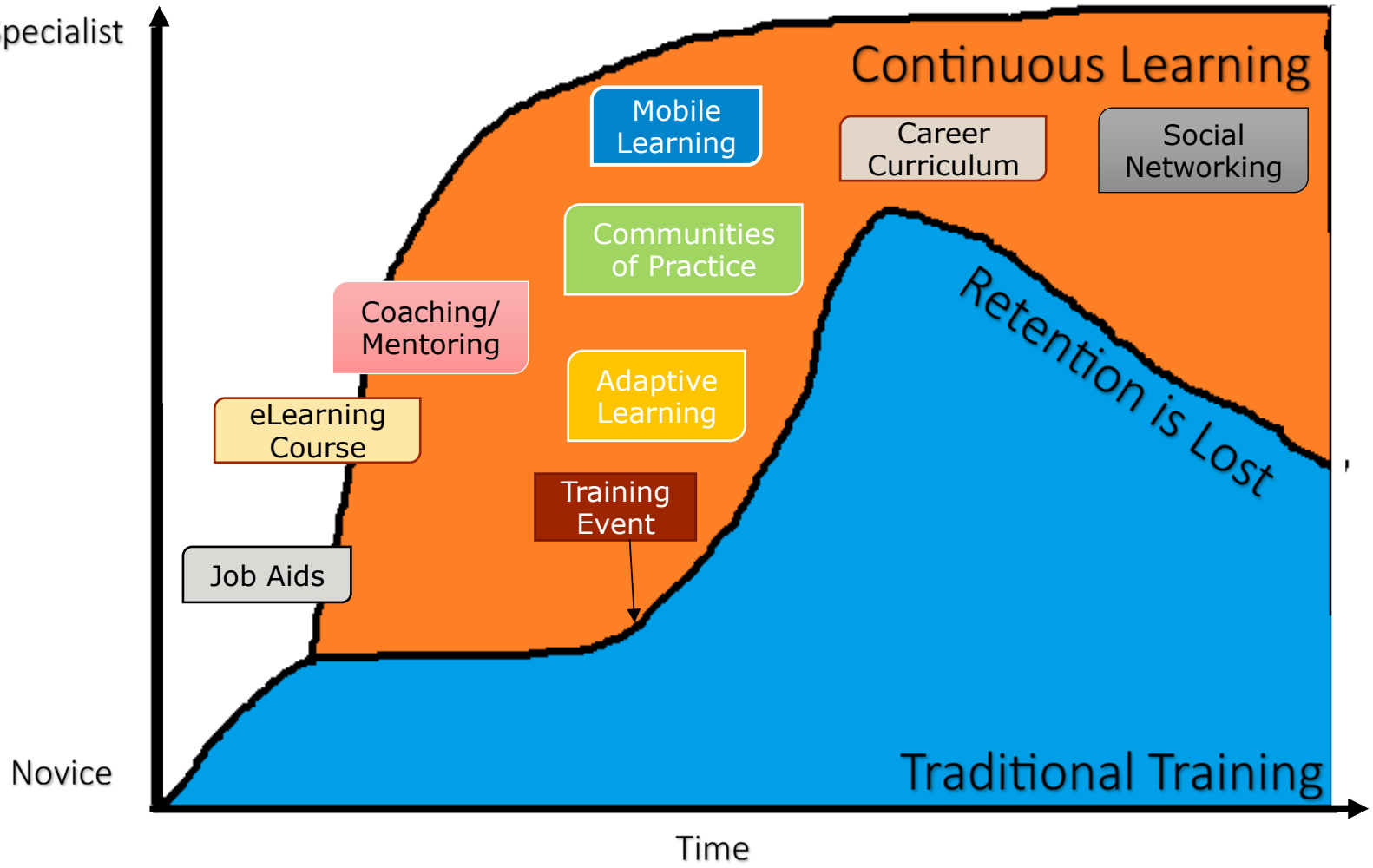
Virtual Reality
Gamification
Videos: Micro and Documentary
Augmented Reality

Ability to measure Effectively

Alignment with Corporate Objectives

Multi-Generational Learning vs. Traditional Learning

Where are *we* ***right now***?



WILP (Work Integrated Learning Program)
Air Canada journey

Where are *we* ***right now***?

Union

- Negotiations (2015)
- Posting for Coaches
- Steering Committee
- Integration with the operation

Company

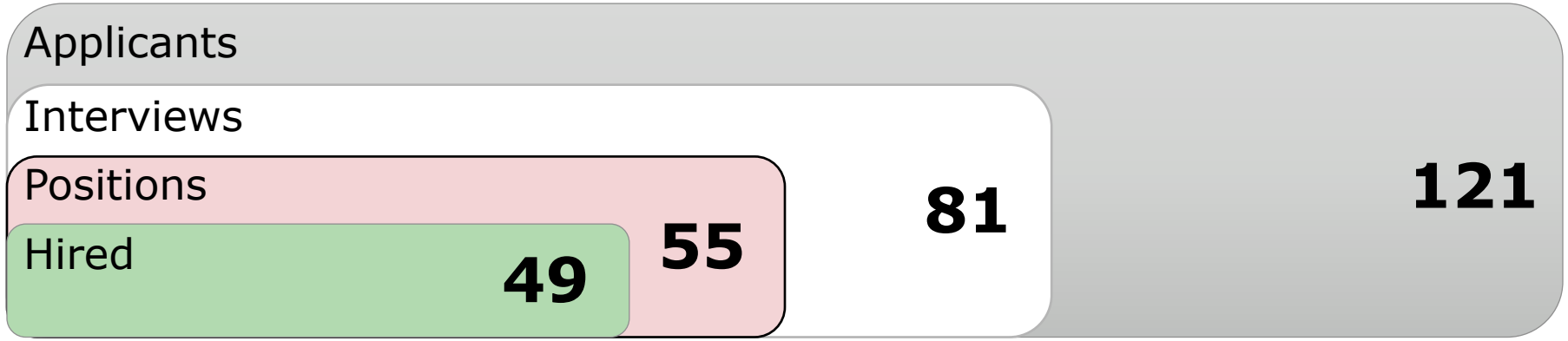
- Staff requisition and approval
- Onboarding
- Recruitment criteria and process
- Workplace readiness
- Interviews
- Evaluations

Colleges and industry

- Presentation at NTA
- Presentation at participating colleges
- Partnership with CCAA
- Integration with the industry

WILP
2017

Where are *we* ***right now***?



CENTENNIAL COLLEGE

FANSHAWE COLLEGE

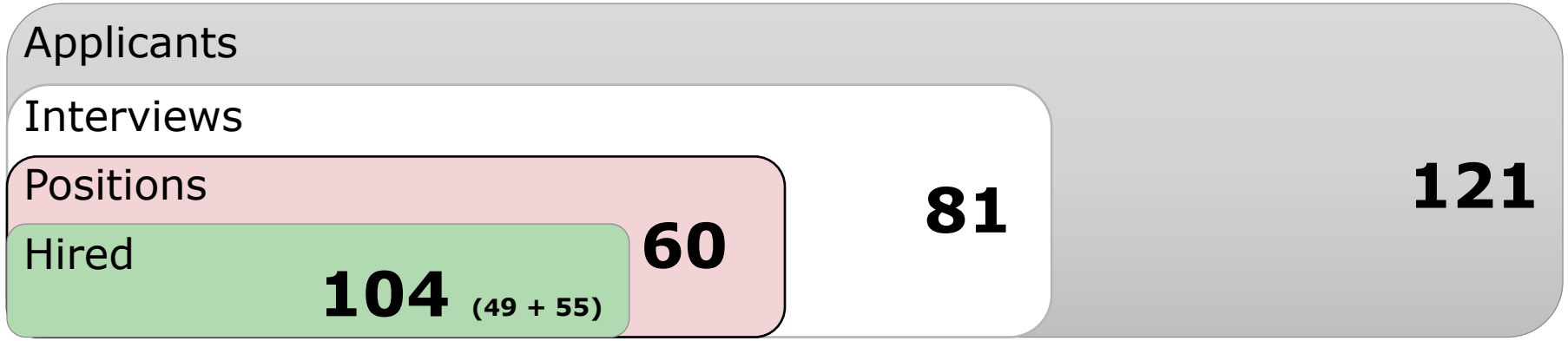
ÉNA

SAIT

BCIT

canadore college

WILP
2018



mohawk FUTURE READY

CENTENNIAL COLLEGE

FANSHAWE COLLEGE

ÉNA

SAIT

NORTHERN LIGHTS COLLEGE

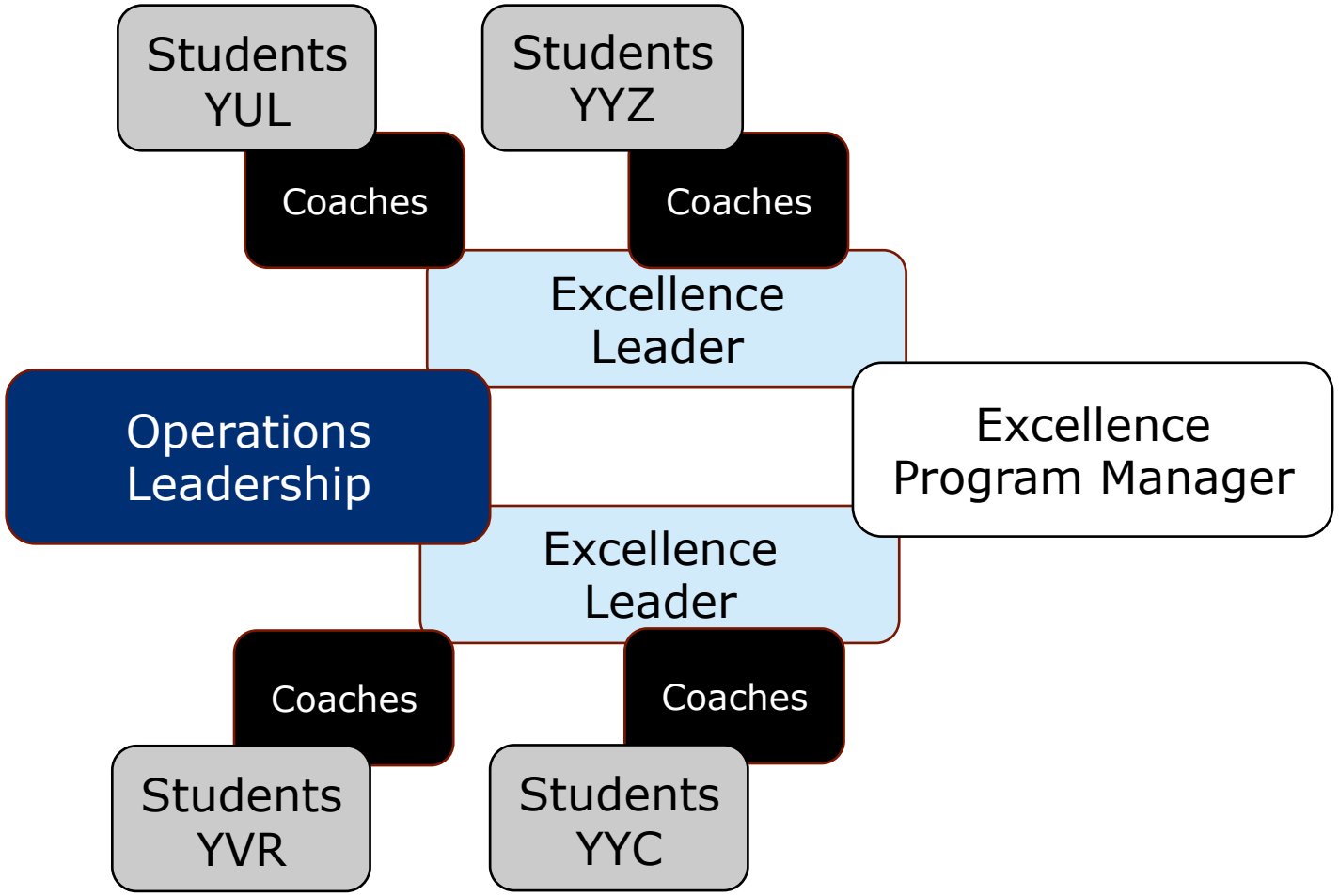
Confederation COLLEGE

BCIT

RED RIVER COLLEGE

canadore college

WILP
Excellence structure



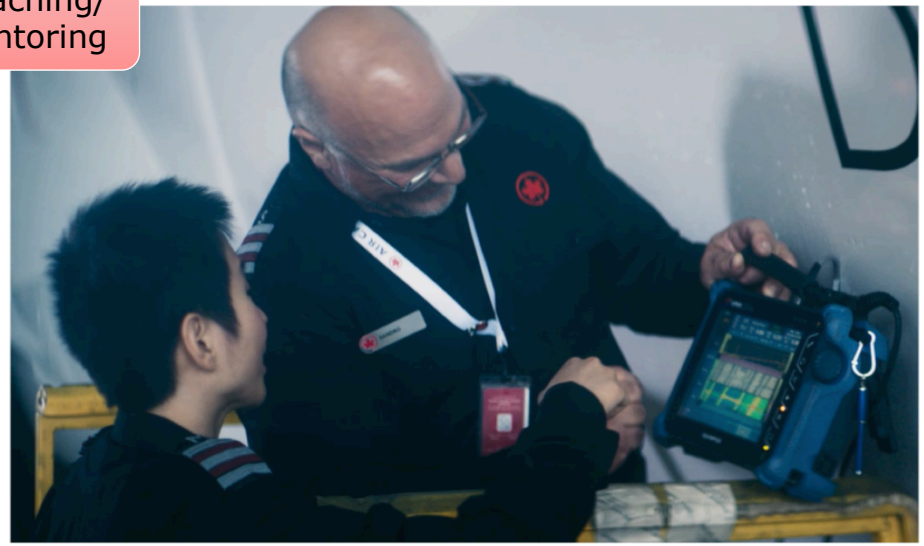
Where are *we* ***right now***?

CANADIAN APPRENTICESHIP FORUM
FORUM CANADIEN SUR L'APPRENTISSAGE
CENTENNIAL COLLEGE
FANSHAWE COLLEGE
BCIT
NORTHERN LIGHTS COLLEGE
Confederation COLLEGE
ÉNA
SAIT
RED RIVER COLLEGE
mohawk FUTURE READY
canadore college

Coaching/
Mentoring

Coaching/
Mentoring

Coaching/
Mentoring

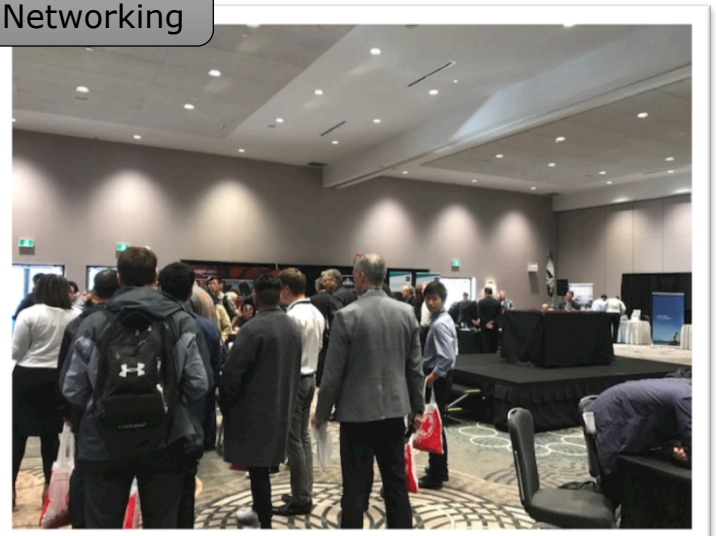


Communities
of Practice

Communities of Practice

Communities of Practice

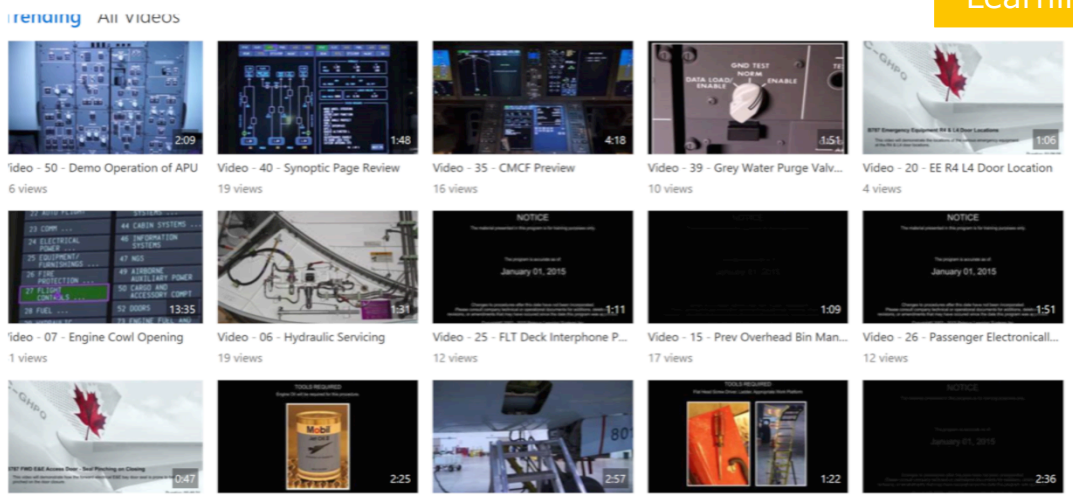
Social Networking



eLearning Course

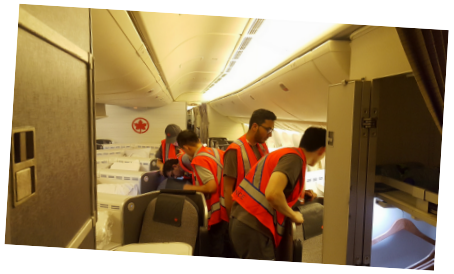
Adaptive Learning

Adaptive Learning



WILP

Where are *we* ***right now***?



THE FUTURE!

GENERATION Z:
CONNECTED FROM BIRTH.

Born mid-1990s to 2010.