

## Table of Contents

1.	Aviation as a Career.....	1
2.	The Concept.....	2
3.	Phase One - Realising Your Potential.....	9
3.1.	Understanding your Unique Selling Proposition (USP) .....	9
3.2.	Which Company is the one for me? .....	23
4.	Phase Two - The Employment process .....	27
4.1.	Your Covering Letter.....	27
4.2.	The Resume .....	29
4.3.	The Basic Requirements of the Resume .....	29
4.4.	Writing what counts.....	32
4.5.	Record of Resume and contact details proforma.....	34
4.6.	The Online Application.....	35
4.7.	I've got An Interview.....	36
5.	Phase Three - Preparing for the Interview .....	39
5.1.	7 P's of Pre interview Preparation.....	40
5.1.1.	Company knowledge .....	41
5.1.2.	Regulatory and Technical knowledge .....	45
5.1.3.	Your Documentation .....	47
5.1.4.	Your USPs.....	51
5.1.5.	Yourself – Grooming and Deportment .....	52
5.1.6.	Prepare your interview questions.....	55
5.1.7.	Closing the interview.....	57
6.	Phase Four - The Mechanics of the Interview.....	60
6.1.	First Impressions .....	60
6.2.	Body Language.....	61
6.2.1.	The Handshake .....	63
6.2.2.	The Jacket .....	65
6.2.3.	The Mobile.....	65
6.2.4.	Time Keeping .....	65
6.3.	Interviewer Types .....	67
6.4.	Interview etiquette.....	69
	The Mechanics of the Interview – Summary .....	70
7.	Phase Five - The Interview .....	71
7.1.	Types of Interview.....	72
7.1.1.	Behavioural Interview .....	72
7.1.2.	Traditional Interview.....	76
7.1.3.	Group Exercise .....	84
8.	A Positive Attitude (The right stuff).....	86
8.1.	Mental “toughening” .....	86
8.2.	Visualisation.....	87
9.	Phase Six – Your Checklist.....	91
10.	Quick Revision Quiz.....	93
11.	Resources .....	94
11.1.	Manufacturers.....	95
11.2.	Web Resources – Australia .....	95

11.3. Web Resources – International.....	96
11.4. Web Resources – Airlines.....	97
11.5. Online employment agencies.....	97
11.6. Other Useful websites.....	97
11.7. Government/Regulatory Aviation Departments – Australia.....	97
11.8. Weather Websites.....	98
11.9. Recommended Book Resources .....	98
12. Sample Interview Questions .....	99
12.1. Traditional .....	99
12.2. Behavioural.....	100
12.3. CRM questions .....	101
12.4. Company specific.....	102
12.5. Aircraft Specific.....	102
13. Dealing with rejection .....	103
14. About the Authors .....	106
Appendix1.....	Sample Resume

The following pages contain sample texts from 'A Pilot's Guide to the Successful Interview.....

## 2. The Concept.....

### **What do they want?**

Well, aside from your flight skills and knowledge, they want a pilot who has a strong, positive attitude and is able to lead an effective team to achieve safe flight in line with the company's goals.

In other words they want a future Captain who, in the short to medium term, will prove his or her ability as a professional, competent First Officer.

Airlines look for evidence of command potential in your flight experience to date, effective leadership and achievements, education, etc. They then seek to back up the evidence you have presented in your application, through the process of conducting an interview with you.

They find further evidence of this during the interview by some or all of the following;

- how you present yourself
- how you communicate your skills and knowledge
- how you communicate your desire to work for the company
- how you communicate your goals and ambitions
- how you communicate your Command potential
- your ability to hold a conversation and show them that you are an interesting person who has interests outside of aviation
- monitoring your choice of words and the clarity of your answers

They want someone who can deal with the day to day stress associated with flying the line.

They want someone who performs under the stress of an emergency situation.

They want someone who can get along with their fellow human kind and spend long hours together – team players.

### **They want someone who is a professional and who will one day become a Captain and ambassador for their company**

*“We are looking at a pilot not only from the technical aspect but the human aspect i.e. how well you get along with people. Cockpits can become very small places with nowhere to hide if you don't get along with each other. We need to know that the person behind the resume will fit with our requirements and our culture and if you can get along.”*

Chris Hine - Chief Pilot Rex Airlines

## 4. Phase 2 – The Employment Process.....

### The Employment Process – Summary

- A covering letter should always be sent with a resume
- The covering letter should be addressed to a specific person if possible
- The Resume should be 1-4 pages in length
- The first page of the Resume should contain the critical points required to confirm your eligibility to meet the airlines requirements
- By ensuring your covering letter and resume are first class and relevant you elevate your chances of an interview
- What you put in the covering letter and resume must be 1) Factual & 2) able to be proven (evidence)
- An up to date resume compliments your online application
- Take care when using the online application forms. Although tedious they are just another way of vetting - or weeding out unsuitable applicants
- Always keep a record of resume and contact data base
- Understand that the employment process should be viewed as a prime opportunity to **pre-sell** yourself

## 7. Phase Five - The Interview.....

*“Ask not what your country can do for you rather what you can do for your country.”*

**President John F Kennedy**

If you cannot communicate your personal commitment and drive through your words during the interview then all you have is what every other pilot attending the interview has,... the minimum requirements to be asked to attend the interview, and if that is all you have then it is a fair bet that is all you will have when you leave the interview – the minimum requirements to have almost gotten a job. You will leave as you came, empty handed

**T**here are many facets to the interview, and the number of personalities and personal preferences of the interview panel are infinite. Similarly, the same can be said about the pilot who is facing the interview panel. I am the first to admit that not every eventuality that may be faced at the interview stage can be covered.

However, after countless discussions with both pilots and interview panels, I am convinced that a well prepared candidate will show up on the interviewers RADAR and, in doing so, will ensure the best possible opportunity of a successful interview.

As I said earlier I spent quite a bit of time at my early interviews *telling* the panel what a great person I was. Well, it didn't work back then and it won't work today.

A good interview is one you've prepared for. If you are prepared, and have a depth of knowledge about the company, about yourself, your experiences and how they relate to you, then they will begin to merge with those of the company.

### **1.1.1. Group Exercise**

Another common type within the context of the interview is the Group exercise. Usually you are sorted into groups of three or four or the entire group and given an exercise, for example;

- Our company has to select a new Chief Executive Officer (CEO) what are the attributes that you believe would be necessary for your candidate to have and why should he/she be selected?

Another example of a group exercise which has been used before by a major airline-

- All the candidates are seated at a table. In front of each candidate is a profile of an astronaut and the mission that the astronaut has to complete. The groups' task is to select the most suitable astronaut for the mission. (The mission is the same for all the astronauts) Minimum requirements for the most suitable astronaut are given.

Because the airline has as much knowledge as you or I about what makes a suitable astronaut - choosing the correct astronaut is not as important as how you go about choosing the correct astronaut. What is important is how you interact with the group to choose the astronaut.

Some important points to consider when participating in group exercises (skills they want to see you demonstrate) -

- Leadership - identify somebody to facilitate/moderate the group.
- Collaboration – work together as a team.
- Communication - be clear and clarify information.
- Objective (open minded) - at some point in your career you may be placed in a situation where you have to consider **all** the options.
- Participation – don't hang back, input.
- Risk – in all decisions there is an element of risk. Your task is to minimise risk while being aware that it is always present to some degree.

## 8. A Positive Attitude (The Right Stuff).....

### **The Interview, A Positive Attitude – Summary**

- The interview panel genuinely want you to perform at your best
- Listen to the question carefully
- Engage brain before tongue when answering questions – even if that means a short pause to gather your thoughts
- Once considered answer naturally and spontaneously
- Answer with the most important points first
- 3 types of interview 1) Traditional 2) Behavioural 3) Group
- Prepare for expected questions based on your USPs e.g. “Tell us a bit about yourself?”

- A positive attitude is a winning attitude
- If you find yourself in a difficult place during the interview – draw yourself up inwardly and fight, don't give in – it's only a question
- Your reply should answer the question and only the question
- Visualisation can be a powerful tool to help you with how you view the Successful Interview
- Remember, your interviewers were on your side of the table once
- If you have done the hard yards in preparing for the Successful Interview then you have given yourself a tool to deal with the stress