

Helping friends and colleagues through these difficult times.

Our pilot community has shown that we care about each other, working together to help in any way we can. The CRS pool was created to support as many pilots as possible during the transition to the new fleet plan and the mentoring system was set up for those facing redundancy to keep them informed of the help and options available.

You may feel privileged to be in the position you are in, but never feel any guilt, no matter which group you have found yourself in – shielding, working, in the CRS pool, taking early retirement or voluntary redundancy etc. Feeling anger at your own situation can be detrimental to yourself and your family, so look for any positives that you can.

Every pilot will find themselves in a unique situation during this Pandemic, we will all have had a very different experience and therefore wildly differing opinions and feelings. Don't always assume that others are having an easier time, as you don't know what is going on in their personal lives.

When talking to friends and colleagues listen carefully to what they have to say. Talking in person or making a phone call rather than sending a text can come across as being so much more thoughtful and understanding. By actively listening to them, you will better understand what their situation really is. The importance of being an active listener cannot be overstated. In your response or reaction always be thoughtful, kind, empathetic and never judgemental.

Make suggestions or signpost towards ideas that may help, rather than telling friends what to do. Then they can make their own decisions using the set of choices you help provide.

It is often better not to jump straight in with an opinion. If you feel you must say something that may be taken as controversial, then think carefully before you do, take time to mull it over, write it down and sleep on it. Only say it or send it after you've had time to reflect.

Life doesn't get better by chance, only by choice. You may not be able to solve someone's problems, but you can always make a difference to their day with a smile or a "Hello, how are you? "