



INTERLAB: SUPPORTING NON-TECHNICAL SKILLS TRAINING

EUROCONTROL is now able to support training in non-technical skills via a simulation platform called **INTERLAB**.

The simulation platform is based on an unfamiliar activity so that everyone will be on equal ground. It reproduces the main components of air traffic control and piloting, including communication, team management, task coordination, and workload management. The operational environment is not ATC, but it does include some of the same constraints: complexity, fuzzy data, imperfect procedures, emerging situations, and time pressure.

With the INTERLAB platform, important interpersonal skills are analysed and trained under the various constraints. You and your team work out your own goals, plans, and strategies in a challenging but energising context. Problem solving is improved via multiple perspectives.

The INTERLAB sessions mix simulations with interactive classes, behavioural measurement, feedback sessions, and group discussions. INTERLAB requires a facilitator that acts as a trainer, observer and coach to generate self-reflection and discussion. Through engaging and fun simulations, participants learn about themselves, and how they work in teams.

Mutual trust is exercised and strengthened. Different personalities are integrated. The participants leave the INTERLAB session with field-tested behaviour they can implement immediately in operations

Demonstrations and sessions can be planned in ANSP premises. **S**

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