

**Air Carrier Training Aviation Rulemaking Committee (ACT ARC)**

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**ACT ARC Recommendation 21-12  
Standardizing Terms and Definitions**

**I. Submission**

The recommendations below were submitted by the De-escalation Training Enhancement Workgroup (DTE WG) for consideration by the Air Carrier Training Aviation Rulemaking Committee (ACT ARC) Steering Committee at its November 17, 2021, meeting. The ACT ARC Steering Committee adopted the recommendations, and they are submitted to the Federal Aviation Administration (FAA) as ACT ARC Recommendations 21-12, 21-13, and 21-14.

**II. Statement of the Issue**

Title 14 of the Code of Federal Regulations (14 CFR), Part 121 requires each certificate holder to have approved initial and recurrent training programs that ensure each crewmember is adequately trained to perform his or her assigned duties.

**III. Background**

To support certificate holders' compliance with 14 CFR Part 121 regulations, the Federal Aviation Administration (FAA) has published guidance on developing, implementing, reinforcing, and assessing training for flight attendants. Detailed lists and summaries of most of the applicable regulations and available guidance for flight attendant training are provided by the FAA [Flight Standards Information Management System](#) (FSIMS). Detailed information for training relevant to managing onboard misconduct is provided by the FAA [Safety Assurance System](#) (SAS) Part 121 Flight Attendant Passenger Handling Element Design Data Collection Tool [ED 5.2.4 121A OP Passenger Handling](#), and the FAA Element Performance Inspection Data Collection Tool 4.2.4, [Training of Flight Attendants, Element Summary Information](#). This latter tool specifically collects the following training center inspector check data that are related directly or indirectly to a flight attendant's handling of abnormal passenger behavior:

1.1.15. ... emergency training which includes instruction on the handling of illness, injury, or other abnormal situations involving passengers or crewmembers to include familiarization with the emergency medical kit, in accordance with the Certificate Holder's design. *Sources: 121.135(b)(15); 121.417(a); 121.417(b)(3)(iv)*

1.1.16. ... instruction on the handling of hijacking and other unusual situations, in accordance with the Certificate Holder's design. *Sources: 121.135(b)(15); 121.417(a); 121.417(b)(3)(v)*

1.1.18. ... initial ground general subject training of passenger handling in accordance with the Certificate Holder's design. *Sources: 121.415(a)(2); 121.421(a)(1)(ii)*

1.1.19 ... initial ground general subject training approved crew resource management initial training, in accordance with the Certificate Holder's design. *Sources: 121.404; 121.415(a)(2); 121.421(a)(1)(iii)*

- 2.14. ... instruction in passenger handling policies and regulations relating to flight attendant activities, in accordance with the Certificate Holder's design. *Sources: FAA Order 8900.1 Chap 23, Vol 3, Sec 3, Para 3-1769B3*
- 2.26. ... joint pilot and flight attendant CRM and evacuation training in accordance with the Certificate Holder's design. *Sources: FAA Order 8900.1 Vol 3, Chap 23, Sec 4, Para 3-1792B1*
- 2.47. ... training on passenger abuse of flight attendant in accordance with the Certificate Holder's design. *Sources: FAA Order 8900.1, Chap 23, Vol 3, Sec 4, Para 3-1798B8*
- 2.48. ... training on passengers who appear to be under the influence of intoxicating substances, in accordance with the Certificate Holder's design. *Sources: FAA Order 8900.1, Chap 23, Vol 3, Sec 4, Para 3-1798B8*
- 2.49. ... training on passengers who may jeopardize aircraft or passenger safety in accordance with the Certificate Holder's design. *Sources: FAA Order 8900.1, Chap 23, Vol 3, Sec 4, Para 3-1798B8*
- 2.58. ... aircraft ground training that includes instruction on the crewmember general passenger handling responsibilities, in accordance with the Certificate Holder's design. *Sources: FAA Order 8900.1, Vol 3, Chap 23, Sec 5, Para 3-1828C*
- 2.60. ... aircraft ground training that includes instruction on the crewmember passenger handling responsibilities for smoking and no smoking requirements, in accordance with the Certificate Holder's design. *Sources: FAA Order 8900.1, Vol 3, Chap 23, Sec 5, Para 3-1828C*
- 2.62. ... procedures to handle passenger disturbances involving alcoholic beverages, passenger noncompliance with FAR's, and situations that may result in interference with crewmembers, in accordance with the certificate holder's design. *Sources: FAA Order 8900.1, Chap. 23, Vol 3, Sec 6, Para 3-3546*
- 2.69. ... training in regulatory smoking prohibitions, signage and passenger briefings, and procedures to follow when passengers do not comply with smoking regulations, in accordance with the certificate holder's design. *Sources: FAA Order 8900.1, Chap 23, Vol 3, Sec 6, Para 3-1851D1*

Taken together, the above documents, in combination with various regulations, policies, and guidance materials developed by the FAA; Departments of Transportation (DOT), Justice (DOJ), and Homeland Security (DHS); and Transportation Security Administration (TSA) identify many of the passenger behaviors that have the potential to adversely affect aviation safety and security. While certificate holders must train crewmembers to recognize, evaluate, and manage these behaviors, the existing guidance is inconsistent and fails to identify many current, specific types of passenger misconduct. In most cases the available guidance lacks recommendations for training employees to de-escalate, effectively manage, and appropriately report incidents. While many certificate holders develop these detailed training elements on their own, a proactive collaboration between regulators and industry would improve the consistency in reporting and effectiveness of the procedures, lead to widespread adoption of best practices, and ultimately enhance aviation safety and security.

For these reasons, the DTE WG was formed to recommend the development of and/or updates and improvements to de-escalation training guidance. Specifically, the Steering Committee tasked the DTE WG to study and address the specific topic of de-escalation techniques and the current methodologies used to deliver de-escalation training to flight attendants, as noted in the Workgroup Terms of Reference.

Although the FAA notes the need for procedures to manage unruly or disruptive behavior in the aircraft cabin, current industry and FAA guidance does not address many recent abnormal or disruptive behaviors, such as onboard use of personal electronic devices to record incidents, refusal to wear masks, etc. The proposed recommendations suggest methodologies that can be used to deliver de-escalation training based on the specific training objectives and are products of the DTE WG's in-depth review of current certificate holder training methodologies.

Spielfogel and McMillen define de-escalation as a "verbal or nonverbal communication strategy that can help a person regain a sense of calm and self-control." They go on to note that two "common elements of de-escalation are (1) the attempt to reduce the use of heightened, disproportionate, or harsh responses to perceived conflict, and (2) the attempt to reduce heightened negative emotions present in the situation."

The ACT ARC agrees that airline de-escalation training should develop the ability of each employee to utilize, with appropriate competence, effective verbal/nonverbal communication strategies when confronted with situations that involve perceived conflicts or negative emotions that could jeopardize the safety or security of flight or the health or safety of other employees or the traveling public.

The ACT ARC further agrees that there is no "one size fits all" solution for de-escalation training, which must be tailored to the individual air carrier's operation. Guidance on de-escalation training should incorporate industry best practices to provide as much information as possible for an air carrier developing such training. Each air carrier meets de-escalation training requirements by incorporating those requirements in its approved programs under 14 CFR part 121, subparts N and O; 14 CFR part 121 subpart Y (Advanced Qualification Program (AQP)); 49 U.S.C. §44918 Crew training; 49 U.S.C. §44734 Training of flight attendants; or its Employee Assault Prevention and Response Plan (EAPRP), which is required by Section 551 of Public Law 115-254 (FAA Reauthorization Act of 2018).

The ACT ARC also agrees that AC 120-65, *Interference with Crewmembers in the Performance of their Duties*, contains useful terms and definitions related to de-escalating incidents. As noted in its purpose statement, this AC "provides information ... which may be used to manage and reduce the instances of passenger interference with crewmembers." The current threat environment goes beyond terrorist actions to include other forms of interference in the cabin, and some terms and definitions from this AC have become relevant again. A copy of AC 120-65, published in October 1996 and canceled following the creation of the Transportation Security Administration (TSA) and a shift from managing hijackings to counter-terrorism after 9/11, is included with this report as Appendix A.

The ACT ARC further encourages incorporating elements of de-escalation training, as appropriate, into Crew Resource Management (CRM) training. As described in [AC 120-51E](#), CRM provides one way of “optimizing the human/machine interface and accompanying interpersonal activities. These activities include team building and maintenance, information transfer, problem solving, decision-making, maintaining situational awareness, and dealing with automated systems. CRM training is comprised of three components: initial indoctrination/awareness, recurrent practice and feedback, and continual reinforcement.” It should also be noted that AC 120-65, which as discussed above has been canceled, is referenced in AC 120-51E:

I. Training for crewmembers in appropriate responses when passengers intimidate, abuse, or interfere with crewmember performance of safety duties. Training should address crew coordination and actions, which might defuse the situation.

**See AC 120-65, Interference with Crewmembers in the Performance of their Duties, dated October 18, 1996.** Training should include specific communication topics, such as conflict resolution, with particular attention to the most serious passenger interference, attempted hijack. (*Emphasis added, excerpted from AC 120-51E, p. 2 of Appendix 3*)

#### IV. Recommendations

The ACT ARC recommends the FAA consider the following actions:

**Recommendation 21-12:** The ACT ARC recommends the FAA use the information provided in the table below to standardize terms and definitions for de-escalation training, practices and procedures in FAA guidance materials and air carrier manuals.

Although the ACT ARC does not promote a single solution for all airline de-escalation training programs, the ACT ARC recommends the use of standardized terms and definitions across all FAA guidance materials and air carrier manuals. Standardization of terms and definitions will assist regulators and the industry as they collect and review incident data and identify and develop training best practices. To support this standardization, the ACT ARC compiled the recommended terms and definitions in Table 1, below, to include in FAA guidance materials. Note that some of the terms in Table 1 have more than one citation, as multiple definitions were found dependent on context or the presence of multiple authoritative sources. The ACT ARC encourages the FAA to review these alternative definitions with the goal to clarify terms and minimize confusion. Based on its research, the ACT ARC recommends the FAA develop industry guidance materials for de-escalation training, practices and procedures that incorporate, for the purposes of standardization and consistency, the definitions in Table 1.

Table 1. De-escalation Training, Terms and Definitions

Term	Definition	Citation
abnormal situations	Events involving potentially unsafe behavior by one or more cabin occupants. Some examples include: <ul style="list-style-type: none"><li>• Passenger abuse of Flight Attendants.</li><li>• Passengers who appear to be under the influence of intoxicating substances.</li><li>• Passengers who may jeopardize aircraft or passenger safety.</li></ul>	FAA 8900.1 v3 ch23 s5 CHG 0. <i>Safety Assurance System: Flight Attendant Aircraft Ground Training Curriculum Segment, 3-1829 AIRCRAFT-SPECIFIC EMERGENCY SUBJECTS TRAINING MODULES</i> . (12/6/13)
Advanced Qualification Program (AQP)	A systematic methodology for developing the content of training programs for air carrier crewmembers and dispatchers. It replaces programmed hours with proficiency-based training and evaluation derived from a detailed job task analysis that includes Crew Resource Management (CRM). AQP incorporates data-driven quality control processes for validating and maintaining the effectiveness of curriculum content.	AC 120-54A. <i>Advanced Qualification Program</i> (Change 1, 1/31/17)

Table 1. De-escalation Training, Terms and Definitions

Term	Definition	Citation
assault (and/or battery)	Assault is generally defined as intentionally putting another person in reasonable apprehension of an imminent harmful or offensive contact. Physical injury is not required. In an act of physical violence by one person against another, "assault" is usually paired with battery. In an act of physical violence, assault refers to the act which causes the victim to apprehend imminent physical harm, while battery refers to the actual act causing the physical harm. Abusive or suggestive language, especially if used in a manner that creates the threat of violence or harm, may be considered an assault.	ACT ARC proposed definition, combines definitions from Legal Information Institute, <a href="https://www.law.cornell.edu/wex/assault">https://www.law.cornell.edu/wex/assault</a> , and AC 120-65. <i>INTERFERENCE WITH CREWMEMBERS IN THE PERFORMANCE OF THEIR DUTIES</i> (10/18/96, since canceled, see Appendix A)
behavior change	Any transformation or modification of human behavior acquired through awareness, practice and feedback, and continuing reinforcement [in the context of training evaluation]	AC 120-51E. <i>CREW RESOURCE MANAGEMENT TRAINING</i> (1/22/04)
body language	The [non-verbal] gestures, movements, and mannerisms by which a person ... communicates with others [adapted from Merriam-Webster.com definition], a de-escalation technique	Spielfogel and McMillen
categories of training	Courses of training which provide the necessary training, testing, and checking for F/As to serve unsupervised in revenue service. There are five categories of training for F/As: initial new-hire, initial equipment, transition, recurrent, and requalification. Each category of training consists of one or more curriculums.	FAA 8900.1 v3 ch23 s1 CHG 0. <i>Flight Attendant Training Curriculums</i> (1/19/16)
civil penalties	Financial penalties imposed by a government agency as restitution for wrongdoing[,] ... not considered to be a criminal punishment, because it is primarily sought in order to compensate the state for harm done to it, rather than to punish the wrongful conduct	<a href="https://encyclopedia.thefreedictionary.com/civil+penalty">https://encyclopedia.thefreedictionary.com/civil+penalty</a> Civil penalty sanction ranges for individual violations are tabulated in Figure 9-2 of FAA Order 2150.3C CHG 3. <i>FAA Compliance and Enforcement Program</i> (1/24/20)
cognitive skills	Those intellectual skills that are prerequisite to the performance of a task, subtask, element, or sub-element. The three primary categories of cognitive skill are discrimination, concept learning, and rule using.	AC 120-54A. <i>Advanced Qualification Program</i> (Change 1, 1/31/17)
Common Strategy	A standardized approach to security developed with involvement of TSA, FAA, air carriers, and crewmembers. Identifies four distinct threat levels that help crewmembers identify their responsibilities and appropriate response: Level 1 : Disruptive behavior - suspicious or threatening Level 2: Physically abusive behavior Level 3: Life-threatening behavior Level 4: Attempted or actual breach of the flight deck	AC 90-103. <i>REPORTING OF THREATS IN ACCORDANCE WITH THE COMMON STRATEGY</i> (9/11/06, cancelled 12/2/15)



Table 1. De-escalation Training, Terms and Definitions

Term	Definition	Citation
courseware	Instructional material developed for each curriculum. This is information in lesson plans, instructor guides, computer software programs, audiovisual programs, workbooks, F/A manuals, and handouts. Courseware must accurately reflect curriculum requirements, be effectively organized, and properly integrate with instructional delivery methods.	FAA 8900.1 v3 ch23 s1 CHG 0. <i>Flight Attendant Training Curriculums</i> (1/19/16)
crew briefing	A pre-flight meeting that could include but is not limited to— <ul style="list-style-type: none"> <li>• Crew introductions/crew complement;</li> <li>• Passenger count;</li> <li>• Security information;</li> <li>• Aviation safety inspector (ASI), Federal Air Marshal (FAM), Federal Flight Deck Officer (FFDO), Law Enforcement Officer (LEO), or jump seat riders;</li> <li>• Flight deck entry/exit procedures and jump seat and oxygen operation; and</li> <li>• Chimes used for normal and emergency signals.</li> </ul>	AC 120-48A. <i>Communication and Coordination Between Flightcrew Members and Flight Attendants</i> (1/27/20)
crew resource management (CRM)	[T]he effective use of all available resources: human resources, hardware, and information. Other groups routinely working with the cockpit crew, who are involved in decisions required to operate a flight safely and efficiently, are also essential participants in an effective CRM process. These groups include but are not limited to: <ul style="list-style-type: none"> <li>(a) Aircraft dispatchers.</li> <li>(b) Flight attendants.</li> <li>(c) Maintenance personnel.</li> <li>(d) Air traffic controllers.</li> </ul>	Combines definitions from AC 120-51E. <i>CREW RESOURCE MANAGEMENT TRAINING</i> (1/22/04) and AC 120-54A. <i>Advanced Qualification Program</i> (Change 1, 1/31/17)
crewmember interference	The specific definition for this term varies by statute or regulation. <sup>1</sup> <p>“49 U.S.C. § 46318 is broader than the interference regulations in some ways because it prohibits conduct regardless of the operating status of the aircraft or whether the conduct affected crewmembers. However, [FAA] regulations [91.11 and 121.580] are broader than the statute in some ways because they apply to conduct that does not rise to the level of assault or a threat of assault and to individuals who are not on the aircraft (such as using a laser to interfere with the crew).”</p>	FAA Order 2150.3C CHG 2. <i>FAA Compliance and Enforcement Program</i> , paragraph 12.a.(12) <i>Interference Regulations and 49 U.S.C. § 46318.</i> (10/31/19)

<sup>1</sup> For comparison purposes, 49 USC §46318, *Interference with cabin or flight crew.crewmember*, defines interference as occurring when “[a]n individual who physically assaults or threatens to physically assault a member of the flight crew or cabin crew of a civil aircraft or any other individual on the aircraft, or takes any action that poses an imminent threat to the safety of the aircraft or other individuals on the aircraft. Alternatively, FAA regulation 14 CFR 91.11, *Prohibition on interference with crewmembers* (which is nearly identical to 14 CFR 121.580, *Prohibition on interference with crewmembers*), specifies that “[n]o person may assault, threaten, intimidate, or interfere with a crewmember in the performance of the crewmember's duties aboard an aircraft being operated.”

Table 1. De-escalation Training, Terms and Definitions

Term	Definition	Citation
crewmember manual	A paper or electronic document that contains "procedures that allow each employee group to conduct its duties with the highest degree of safety."	InFO 13002. <i>Crewmember Manuals</i> (1/18/13)
crisis intervention training (CIT)	One policing model designed to introduce law enforcement to a broader array of tools for nonphysical, or verbal approaches to de-escalation, particularly when working with people with mental illness	Spielfogel and McMillen
critical incident stress debriefing	A structured, small-group, supportive crisis intervention process that proceeds in 7 phases and is followed by individual sessions and follow-up engagement with other support services.	Harrison and Wu
de-escalation	A verbal or nonverbal communication strategy that can help a person regain a sense of calm and self-control. Two common elements of de-escalation are (1) the attempt to reduce the use of heightened, disproportionate, or harsh responses to perceived conflict, and (2) the attempt to reduce heightened negative emotions present in the situation.	Spielfogel and McMillen
degree of hazard	Based on the reasonably foreseeable consequences of the misconduct. Whether the violation results in actual harm (or whether a missed inspection would have detected a problem) is fortuitous, and is neither mitigating nor aggravating. Actual harm, however, could serve as evidentiary support for a determination as to the reasonably foreseeable consequences of violation conduct.	FAA Order 2150.3C CHG 3. <i>FAA Compliance and Enforcement Program</i> , paragraph 6.g.(1) <i>Degree of Hazard</i> . (1/24/20)
disruptive / intoxicated passenger	An individual who is intoxicated may not be able to aid him or herself in the event of a decompression, first aid emergency, or an aircraft evacuation ... may become violent, assaulting F/As and other passengers ... [may attempt] to enter the flight deck or ... operate emergency exits in flight.	InFO 13013. <i>Enhanced Training for Flight Attendants (F/A)</i> . (12/2/13); also 49 USC § 44734. <i>Training of flight attendants</i> .
disturbance	An interruption of a state of peace, quiet, or calm	Merriam-Webster.com, appears in 14 CFR § 121.575. <i>Alcoholic beverages</i>
Employee Assault Prevention and Response Plans (EAPRP)	A part 121 air carrier shall conduct initial and recurrent training for all employees, including management, of the air carrier with respect to the plan required under subsection a), which shall include training on de-escalating hostile situations, written protocols on dealing with hostile situations, and the reporting of relevant incidents.	InFO 19008. <i>Employee Assault Prevention and Response Plans (EAPRP) for certificate holders operating under Title 14 of the Code of Federal Regulations (14 CFR) Part 121</i> . (7/8/19)
imminent threat	An indication or warning of probable trouble that is almost certain to happen very soon.	Collins US dictionary, <a href="https://www.collinsdictionary.com/us/">https://www.collinsdictionary.com/us/</a> , appears in FAA Order 2150.3C CHG 3, <i>FAA Compliance and Enforcement Program</i> , Fig. 9-9-i. <i>Interference with Crewmembers and Passenger Violations</i> . (1/24/20)



Table 1. De-escalation Training, Terms and Definitions

Term	Definition	Citation
inappropriate behavior	Those actions, demonstrations, and language that are contrary to generally accepted procedures, rules, regulations, guidelines, customs, or professional codes of conduct	<a href="https://www.lawinsider.com/dictionary/inappropriate-behavior">https://www.lawinsider.com/dictionary/inappropriate-behavior</a>
incident report [of inappropriate behavior]	Should contain at least the names of the crewmembers, the date, flight number, seat number, origin/destination of flight, the name, address, and description of the offending passenger, and the names and addresses of witnesses.	AC 120-65. <i>INTERFERENCE WITH CREWMEMBERS IN THE PERFORMANCE OF THEIR DUTIES</i> (10/18/96, since canceled, see Appendix A)
instructional delivery methods	Methodology for conveying information to a student. For example, this may include lectures, demonstrations, simulations, audiovisual presentations, home study assignments, workshops, and drills. Training devices, aircraft, and computer workstations are also considered instructional delivery methods.	FAA 8900.1 v3 ch23 s1 CHG 0. <i>Flight Attendant Training Curriculum</i> (1/19/16)
interfere	To interpose in a way that hinders or impedes	Merriam-Webster.com, appears in 14 CFR § 121.580. <i>Prohibition on interference with crewmembers</i> , and 14 CFR § 91.11. <i>Prohibition on interference with crewmembers</i>
intimidate	To make timid or fearful	Merriam-Webster.com, appears in 14 CFR § 121.580 <i>Prohibition on interference with crewmembers</i> , and 14 CFR § 91.11 <i>Prohibition on interference with crewmembers</i>
intoxicated	[A condition of being] affected by alcohol or drugs especially to the point where physical and mental control is markedly diminished.	Merriam-Webster.com, appears in 14 CFR § 121.575 <i>Alcoholic beverages</i> and InFO 13013. <i>Enhanced Training for Flight Attendants (F/A)</i> (12/2/13)
job task analysis (JTA)	The method or procedure used to reduce a unit of work to its base components. The JTA document consists of a detailed, sequential listing of tasks, subtasks, and elements (if required) with the knowledge and skills (technical and Crew Resource Management (CRM)) that clearly define and completely describe the job.	AC 120-54A. <i>Advanced Qualification Program Change 1</i> . (1/31/17)
law enforcement	The individuals and agencies responsible for enforcing laws and maintaining public order and public safety ... includes the prevention, detection, and investigation of crime, and the apprehension and detention of individuals suspected of law violation. Law enforcement personnel are individuals— (A) authorized to carry and use firearms; (B) vested with the degree of the police power of arrest the [TSA] Administrator considers necessary to carry out [49 USC §44903]; and (C) identifiable by appropriate indicia of authority.	Combines definitions of Bureau of Justice Statistics, <a href="https://www.bjs.gov/index.cfm?ty=tp&amp;tid=7">https://www.bjs.gov/index.cfm?ty=tp&amp;tid=7</a> , and 49 USC 44903, <i>Air transportation security</i> .

Table 1. De-escalation Training, Terms and Definitions

Term	Definition	Citation
listen[ing]	De-escalation technique: a way to understand where a person is coming from [through use of] five keys: give the person undivided attention; be nonjudgmental; focus on the person's feelings, not just the facts; allow silence; and use restatement to clarify messages.	Spielfogel and McMillen; [Also, from a crisis prevention blog, <a href="https://www.crisisprevention.com/Blog/De-escalation-Tips">https://www.crisisprevention.com/Blog/De-escalation-Tips</a> ]
managing conflict situations	Proactive engagement between two or more people to resolve either a potential conflict or an identified conflict.	Definition coined by the ACT ARC
observable behavior	A behavior [of either passenger or FA or whichever] whose occurrence during the performance of an event is an indicator that the crew is handling the event properly. Observable behaviors are one part of the performance standards identified for each event.	AC 120-54A. <i>Advanced Qualification Program</i> (Change 1, 1/31/17)
passenger	Any person provided transportation on an air carrier aircraft, who is not a crewmember assigned by the air carrier to perform duties during flight time, must be recorded as a passenger and listed... The following are examples: <ul style="list-style-type: none"> <li>• Nonrevenue passengers;</li> <li>• Children (regardless of their age and whether they occupy a seat);</li> <li>• Deadheading crewmembers or other company employees not assigned duties during flight time;</li> <li>• FAA or NTSB safety inspectors; and</li> <li>• Law enforcement officials.</li> </ul>	FAA 8900.1 v3 ch33 s6 CHG 650. <i>Safety Assurance System: Operations—Cabin Safety, 3-3566 ACCIDENT NOTIFICATION AND MANIFEST ACCOUNTING PROCEDURES.</i> (3/5/19)
passenger misconduct	An incident that constitutes interference with a crewmember in the performance of his or her duties occurring during the time the aircraft is operational is a violation of Federal regulations and statutes and must be investigated and processed by a Federal officer.	AC 120-48A. <i>Communication and Coordination Between Flightcrew Members and Flight Attendants</i> (1/27/20)
postflight debriefing	A procedure that provides an opportunity for the crew to provide timely feedback regarding the flight. This is especially helpful when there have been operational challenges with lengthy delays, excessive carry-on luggage, problems with child restraint devices, disruptive or disgruntled passengers, exit seating, and groups of passengers with special needs. Ensure crew coordination involving incidents that require the use of the company's safety reporting system (e.g., passenger smoking, tampering with or disabling a lavatory smoke detector, disturbances involving alcohol, or a passenger's serious illness or death) is documented.	AC 120-48A. <i>Communication and Coordination Between Flightcrew Members and Flight Attendants</i> (1/27/20)

Table 1. De-escalation Training, Terms and Definitions

Term	Definition	Citation
public awareness information	Science-based, planned strategic communications intended to achieve significant and sustained positive behavioral change. Examples include pamphlets passed out at airport gates, included in ticket envelopes, articles in onboard magazines, posters in gate areas, public address announcements, information given in video tapes, or any other method that management believes will convey the message [regarding the seriousness of inappropriate behavior on an airplane] to the public.	Christiano and Neimand; also combines examples from AC 120-65. <i>INTERFERENCE WITH CREWMEMBERS IN THE PERFORMANCE OF THEIR DUTIES</i> (10/18/96, since canceled, see Appendix A). Some other examples of required passenger awareness information are in 14 CFR 121.317. <i>Passenger information requirements, smoking prohibitions, and additional seat belt requirements</i> ; and 14 CFR 121.571. <i>Briefing passengers before takeoff</i> .
scenario-based training (SBT)	Used to identify areas where the flightcrew or flight attendants are not performing at or above the margin of safety. The data collected through knowledge validations drives continuous improvement and a higher level of safety.	AC 120-48A. <i>Communication and Coordination Between Flightcrew Members and Flight Attendants</i> (1/27/20)
severity [level] (1,2,3)	Statutes and regulations enforced by the FAA set the minimum acceptable level of conduct. This conduct is categorized into three levels that represent increasingly severe departures from safety or safety standards with Level 1 representing the least severe and Level 3 representing the most severe violations.	FAA Order 2150.3C. <i>FAA Compliance and Enforcement Program</i> paragraph 6.c. <i>Severity Levels (Step 1)</i> (9/18/18)
situational awareness	The perception of elements in the environment within a volume of time and space, the comprehension of their meanings, and the projection of their status in the near future.	Endsley [from <i>A Review of Situation Awareness Literature Relevant to Pilot Surveillance Functions</i> , <a href="https://www.faa.gov/data_research/research/med_humanfacs/oamtechreports/2000s/media/0203.pdf">https://www.faa.gov/data_research/research/med_humanfacs/oamtechreports/2000s/media/0203.pdf</a> ]
situational training	Short, scenario driven training focused on a task	InFO 13013. <i>Enhanced Training for Flight Attendants (F/A)</i> (12/2/13)
standard operating procedure (SOP)	Established procedure to be followed in carrying out a given operation or in a given situation	<a href="https://www.ahdictionary.com/word/search.html?q=standard+operating+procedure">https://www.ahdictionary.com/word/search.html?q=standard+operating+procedure</a> , appears in AC 120-51E. <i>CREW RESOURCE MANAGEMENT TRAINING</i> (1/22/04)
Sterile Flight Deck Procedures	Section 121.542 prohibits flightcrews from performing nonessential activities during the following phases of flight: taxi, takeoff, landing, and all other flight operations conducted below 10,000 feet, except cruise flight. Compliance is vital, since sterile flight deck infractions have been identified in several accidents as a latent hazard.	AC 120-48A. <i>Communication and Coordination Between Flightcrew Members and Flight Attendants</i> (1/27/20)
tampering	To meddle, especially for the purpose of altering, damaging, or misusing	<a href="https://www.collinsdictionary.com/us/dictionary/english/tamper">https://www.collinsdictionary.com/us/dictionary/english/tamper</a> , appears in FAA Order 2150.3C CHG 3. <i>FAA Compliance and Enforcement Program</i> (1/24/20)

Table 1. De-escalation Training, Terms and Definitions

Term	Definition	Citation
technical skills	Within an AQP, technical skills refer to those maneuvers, procedures and other behaviors that have a high psychomotor component, while CRM skills refer to those communication, decision-making and workload management behaviors that have a high cognitive component.	AC 120-54A. <i>Advanced Qualification Program</i> (Change 1, 1/31/17)
Threat and Error Management	Tools to ensure crewmembers actively assess their surroundings, communicate with other crewmembers, and verify the information to reduce the possibility of error: 1. Actively Assess; 2. Communicate; 3. Verify; 4. Situational Awareness	AC 120-48A. <i>Communication and Coordination Between Flightcrew Members and Flight Attendants</i> (1/27/20)
threaten	To express a threat against or give indications of taking hostile action against	<a href="https://www.ahdictionary.com/word/search.html?q=threaten">https://www.ahdictionary.com/word/search.html?q=threaten</a> , appears in 14 CFR § 121.580. <i>Prohibition on interference with crewmembers</i> , and 14 CFR § 91.11. <i>Prohibition on interference with crewmembers</i>
training module	An integral part of a curriculum segment which contains descriptive information, elements, or events which relate to a specific subject.	FAA 8900.1 v3 ch23 s1 CHG 0. <i>Flight Attendant Training Curriculums</i> (1/19/16)
training program	A system of instruction which includes curriculums, facilities, instructors, supervisors, courseware, instructional delivery methods, and testing and checking procedures. This system must satisfy the training program requirements of part 121 or part 135, and ensure that each F/A remains adequately trained for each aircraft and kind of operation in which the F/A serves.	FAA 8900.1 v3 ch23 s1 CHG 0. <i>Flight Attendant Training Curriculums</i> (1/19/16)
training to proficiency	Training to a performance level that meets or exceeds a qualification standard. This concept must include enough repetition and practice to ensure that each individual can perform at the qualification standard level over the entire evaluation period or continuing qualification cycle.	AC 120-54A. <i>Advanced Qualification Program</i> (Change 1, 1/31/17)
unruly behavior	Actions by one or more cabin occupants that interfere with the performance of a crewmember's duties.	Definition coined by the ACT ARC
validation [de-escalation technique]	The recognition and acceptance of another person's thoughts, feelings, sensations, and behaviors as understandable	Spielfogel and McMillen; also <a href="https://www.psychologytoday.com/us/blog/pieces-mind/201204/understanding-validation-way-communicate-acceptance">https://www.psychologytoday.com/us/blog/pieces-mind/201204/understanding-validation-way-communicate-acceptance</a>



Table 1. De-escalation Training, Terms and Definitions

Term	Definition	Citation
venue	Prosecutorial jurisdiction: "Prosecution is always proper in the district over which the aircraft was flying when the interference took place, if that can be determined. In many cases, particularly those in which either (1) the aircraft is diverted due to the defendant's actions, (2) the defendant's interfering actions continue, or (3) the crew remains concerned about defendant's possible further actions, venue is also proper in the district in which the aircraft lands. Since determining the district over which the aircraft was flying when the action took place may be difficult, and that district may have little or no connection to the matter, the Department advocates prosecution in the district where the aircraft lands and the defendant is deboarded and arrested in all appropriate cases."	DOJ Manual 9-63.110 - <i>Interference with Flight Crew Members and Attendants</i>
zero tolerance	A law, policy, or practice that provides for the imposition of severe penalties for a proscribed offense or behavior without making exceptions for extenuating circumstances.	<a href="https://www.ahdictionary.com/word/search.html?q=zero+tolerance">https://www.ahdictionary.com/word/search.html?q=zero+tolerance</a> [Examples of airline "zero tolerance philosophies" are provided in Appendices 2, 3, 4, and 5 of AC 120-65. <i>INTERFERENCE WITH CREWMEMBERS IN THE PERFORMANCE OF THEIR DUTIES</i> (10/18/96, since canceled, see Appendix A)]

## V. References

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**Appendix A. AC 120-65. INTERFERENCE WITH CREWMEMBERS IN THE  
PERFORMANCE OF THEIR DUTIES (10/18/96, canceled after 9/11/2001)**





































