



Work-Integrated Learning Program (WILP)



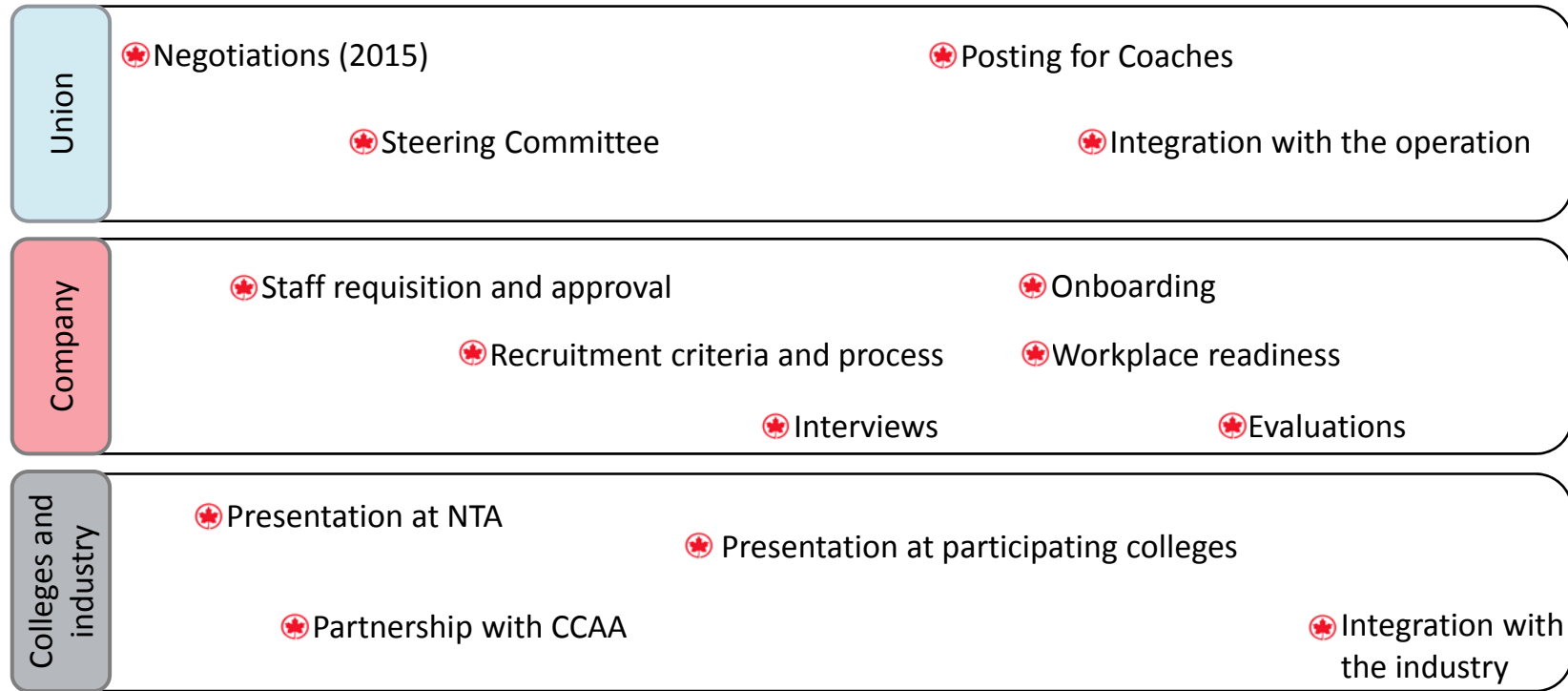
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Sr Vice President, Operations

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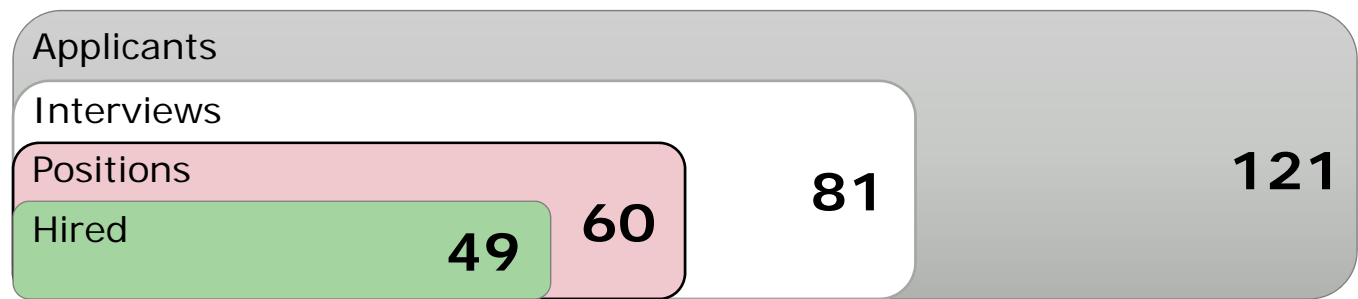
A STAR ALLIANCE MEMBER
MEMBRE DU RESEAU STAR ALLIANCE 

WILP

Air Canada journey



WILP Applications



WILP

Distribution of students

	Toronto	Montréal	Calgary	Total
Centennial	28	4		32
BCIT	1	2	5	8
Fanshawe	5	1		6
ÉNA		2		2
Canadore	1			1
Total	35	9	5	49



WILP

Integration with the operation

- Training and selection of Coaches
- Develop Learning modules integrated with Maintenance Planning
- Phase 1 integration with Cabin Maintenance
- Individual progress reports through a web application
- Leadership support and communication



WILP

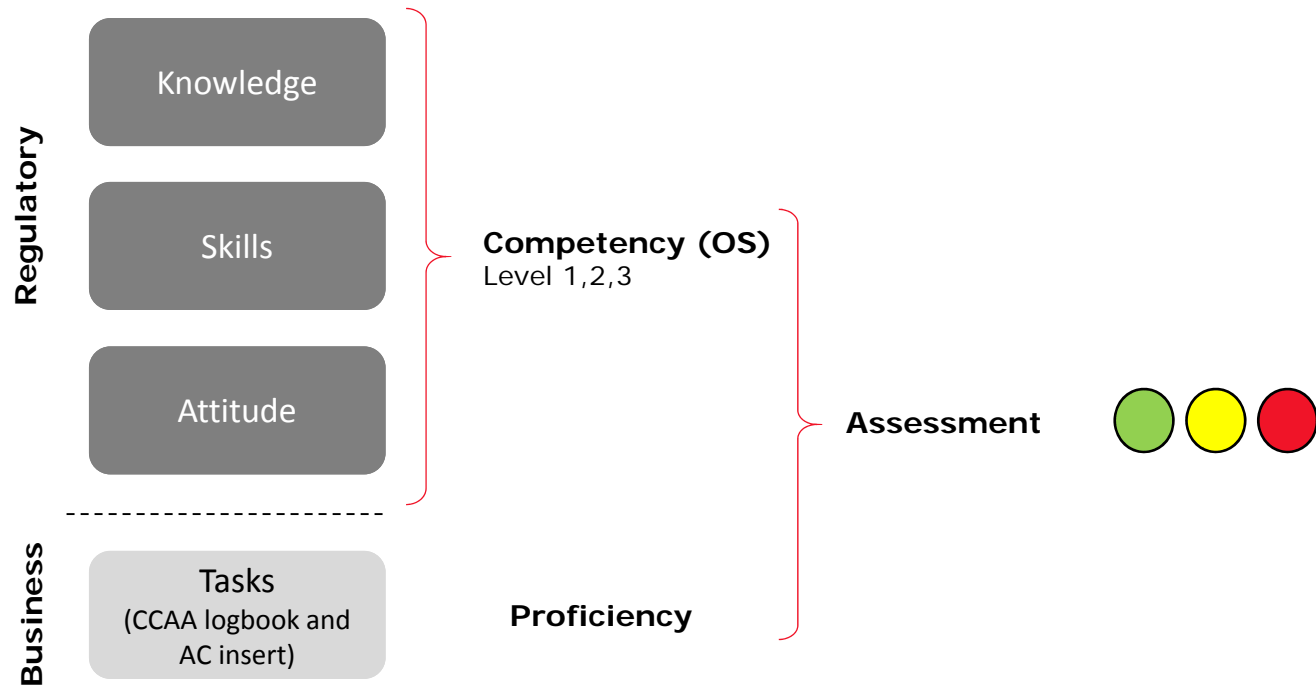
Coaching and Mentoring

- **Challenges**
 - Generational and cultural differences
 - No training on how to be a Mentor/Coach
 - Operational pressures
 - Documentation and recording of achieved competencies and proficiency
- **Mitigation**
 - Find Role Models, recognize coaches through selection on key skills and experience
 - Define appropriate ratio
 - Share best practices
 - Recognize value, raise profile and professionalism with workshops and training
 - Create consistency
 - Seek feedback
 - Leverage technology and innovation



WILP Assessment

Standard using Coaches



WILP

Benefits

- Succession planning
- Improved performance and customer experience
- Engagement and culture change
- Improved on-boarding and job training
- Leadership development and innovation



WILP Questions

