



NATIONAL ASSOCIATION OF FLIGHT INSTRUCTORS

# MENTOR

*LIVE*

# Telling a student “NO”

Gary Reeves  
PilotSafety.org



*LIVE*

# Tonight's Presenter

## Gary Reeves



*LIVE*

# Telling a student “NO”

Gary Reeves  
PilotSafety.org



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**FAILURE**

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# failure:

## 1. lack of success

- synonyms: defeat, washout, no-go

## 2. the omission of expected or required action

- synonyms: negligence, dereliction

**WHAT'S  
MISSING?**

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# failure:

## 1. lack of success

- synonyms: defeat, washout, no-go

## 2. the omission of expected or required action

- synonyms: negligence, dereliction;

**It doesn't have to be permanent!**



# Saying no to:

- Solo
- Check ride
- Flight review
- IPC
- Rental checkout
- What else?

# WHEN?

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# Primary responsibility of the CFI



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# Other CFI Responsibilities

- Train students to pass the check ride
- Accept all students you can
- Keep training students until they succeed

*LIVE*



# Other CFI Responsibilities

- Train students to ~~pass the check ride~~  
**be safe & better than minimums**
- Accept all students you can
- Keep training students until they succeed

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# Other CFI Responsibilities

- Train students to ~~pass the check ride~~

**Be safe & better than minimums**

- Accept ~~all students you can~~

**the students you are qualified to teach**

- Keep training students until they succeed



# Other CFI Responsibilities

- Train students to ~~pass the check ride~~  
be safe & better than minimums
- Accept ~~all students you can~~  
the students you are qualified to teach
- Keep training students until ~~they succeed~~  
it's not helping

*LIVE*

# Student Failure

A large, central graphic with a dark background and a bright, multi-colored light burst in the center. The text "What Causes This?" is written in large, white, sans-serif font across the light burst.

What  
Causes  
This?

*LIVE*

A hand is shown from the right side of the frame, holding a black rectangular sign. The sign is held horizontally and contains the word "EXPECTATIONS" written in a thick, red, hand-drawn style. The hand is holding a black marker, which is positioned at the bottom right corner of the sign, suggesting the word was just written or is about to be written. The background behind the sign is white.

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# 1. Unclear

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# IPC requirements

- 6 Approaches
- Holding procedures
- Intercept and track courses



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# IPC requirements



- 6 Approaches
  - Hold
  - Intercept and
- courses



# IPC requirements 61.57d

- (i) Air traffic control clearances and procedures;
  - (ii) Flight by reference to instruments;
  - (iii) Navigation systems;
  - (iv) Instrument approach procedures;
  - (v) Emergency operations; and
  - (vi) Postflight procedures
- (2) The instrument proficiency check must be—
- (i) In an aircraft that is appropriate to the aircraft category

# Scenario #1

## Relevant Facts

- Smart pilot
- Has owned for 15 years
- New Technology
  - Avidyne
  - ForeFlight
  - Age over >65
- Doesn't fly IMC often



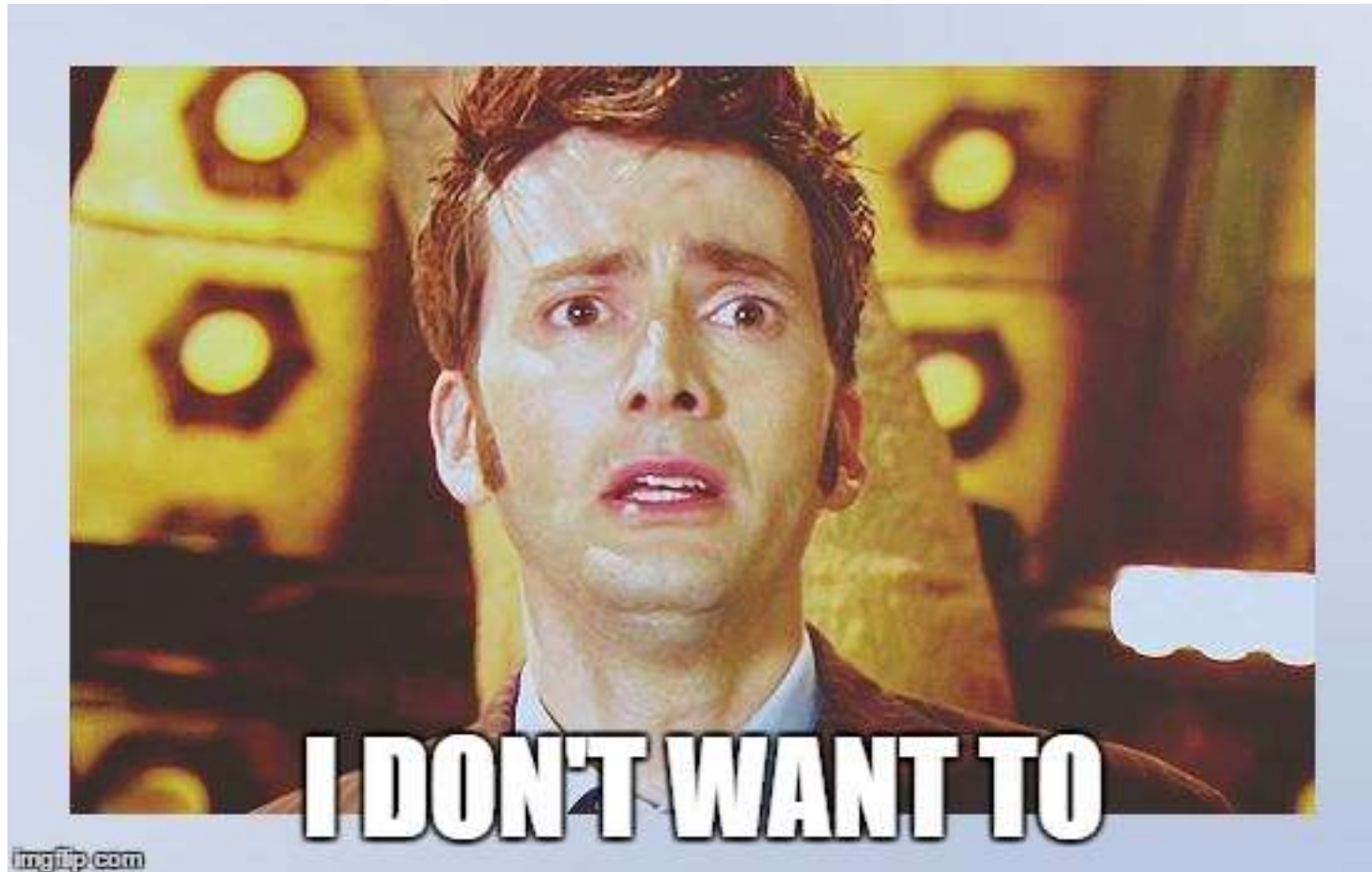
*LIVE*

# Last day of training

- Instrument procedures and use of technology improving and at standards.
- On way home from cross-country “Last approach will be single-engine”



# Student Reaction to SE



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**Student**

**Me**

*LIVE*





**Student**

**Me**

Shutting down an engine hurts the airplane

Simulated failure

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## Student

## Me

Shutting down an engine hurts the airplane

Simulated failure

That hurts the airplane too

Uhhh... no it doesn't if we follow the POH

*LIVE*



<b>Student</b>	<b>Me</b>
Shutting down an engine hurts the airplane	Simulated failure
That hurts the airplane too	Uhhh... no it doesn't if we follow the POH
My last 7 instructors didn't want to do one	????????? It's required

*LIVE*

# IPC requirements 61.57d

- (i) Air traffic control clearances and procedures;
  - (ii) Flight by reference to instruments;
  - (iii) Navigation systems;
  - (iv) Instrument approach procedures;
  - (v) Emergency operations;** and
  - (vi) Postflight procedures.
- (2) The instrument proficiency check must be—
- (i) In an aircraft that is appropriate to the aircraft category;

# How I handled it



Logged Training  
but no IPC



Simulated SE  
and possible IPC

**You can only choose one**

# The Result

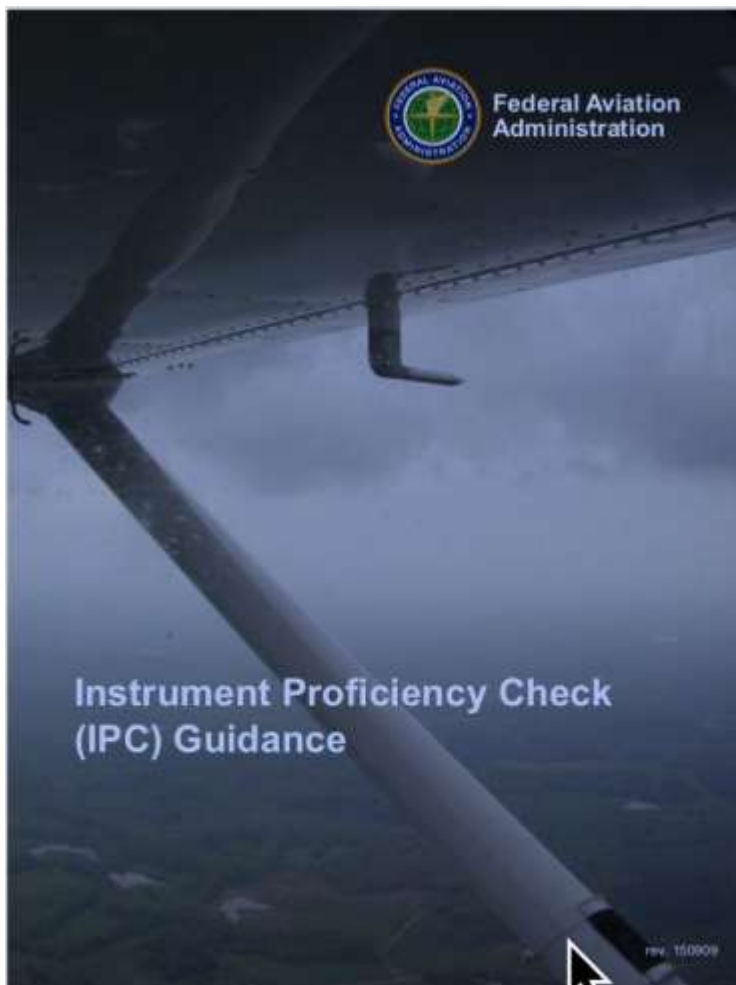


*LIVE*

**AND  
THE MORAL  
OF THE  
STORY IS...**

**Cover Expectations Before  
Training**

*LIVE*



Instrument Proficiency Check Guidance

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v.1.1 March 2010



A hand is shown holding a black rectangular sign with a white background. The word "EXPECTATIONS" is written across the sign in large, red, hand-drawn, block letters. The hand is positioned on the right side of the sign, holding a black marker. The background of the slide is white, with a blue curved border at the top and bottom.

# EXPECTATIONS

1. Unclear
2. Unrealistic

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# Scenario #2 - Pressurized 210

## Relevant Facts

- Smart pilot
- Never flown pressurized
- New Technology
  - Garmin
  - ForeFlight
  - Age over >70

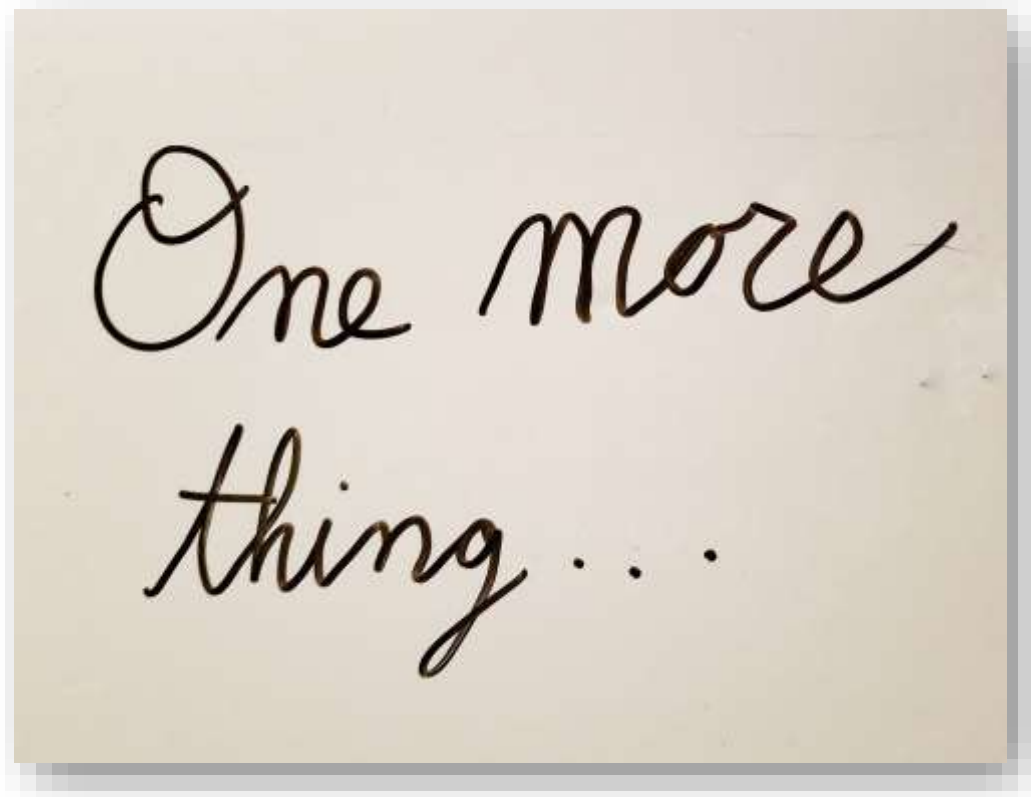




# The expectation in 5 days

- Insurance Checkout
- Flight Review
- IPC
- Become Familiar with Garmin
- Become Familiar with Foreflight

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**He hasn't flow in 14 years....**

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# The preparation 90 days ahead

- Given 15 hours of advanced Master Training Videos IFR, ForeFlight, Garmin 430/530
- Instructed to study POH
- Told he may need more time to achieve goals

# Upon arrival

- Has not read the POH
- Watched some of the videos
- Only able to fly 3 times in the 5 days because of maintenance issues.
- Given over 20 hours of ground on AC Systems and IFR review

# The student feels like they failed

- **Denial**

- Thinks she can land the plane alone
- Insists he is better than I think

# The student feels like they failed

- **Rationalization**

- Maintenance issues
- He just needs more time



# The student feels like they failed

- **Projection**

- Blames the previous owner for not maintaining the plane better



# The student feels like they failed

- **External Pressure**
  - Spouse upset

# My problems

- I like him and want him to meet his goals
- He owes me a more money for the 2 days left even though he can't fly the plane which is what he needs most

# My possible actions

- Stay and spend two more days doing ground
- Charge him for another trip in the future
- Tell him I can't help him anymore
- Tell him he's too old and to give up flying



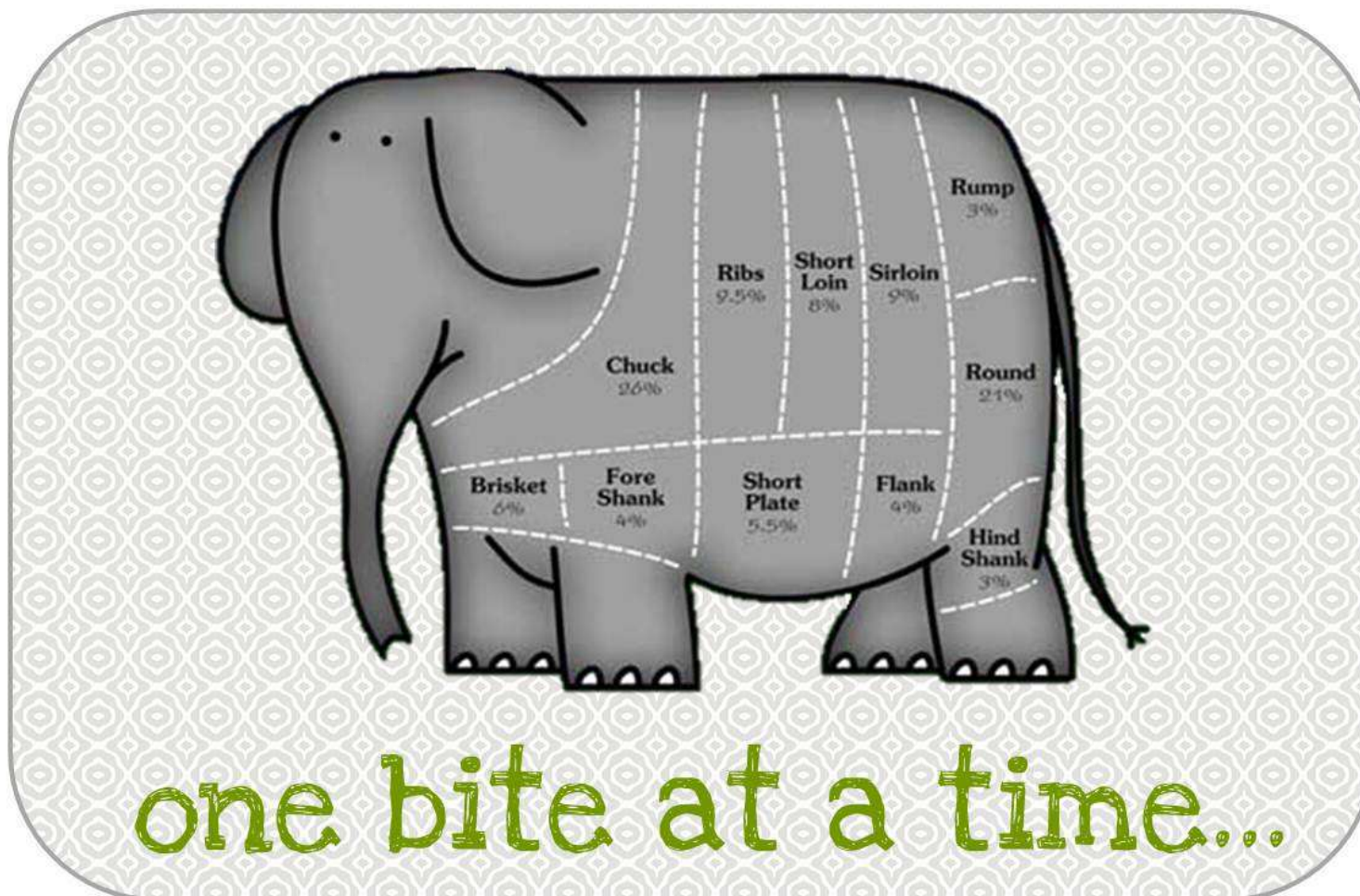
**What  
would  
YOU  
DO**

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How do you eat an  
elephant?

*LIVE*



*LIVE*



# What I did

- Canceled out money owed
- Suggested he stop hiring me (for now)
- Suggested he do smaller easier steps

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# SMALL STEPS BIG CHANGES

- Hire local instructor for flight review in rented C172
- Hire different instructor for IPC in rented C172

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# SMALL STEPS BIG CHANGES

- DON'T FLY P210 Until FR & IPC done
- Finish checkout with me or another CFI later

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When a student struggles with a big goal the best way to help is not try harder.

It's to do smaller pieces of the same goal.

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# Instructor possible fears of saying no

- Losing money
- Not being liked by the student or others
- Retribution from flight school

## What else?

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# Student reactions to failure

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# Rationalization

- Excuses why

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# Projection

- Blame others

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# Giving up



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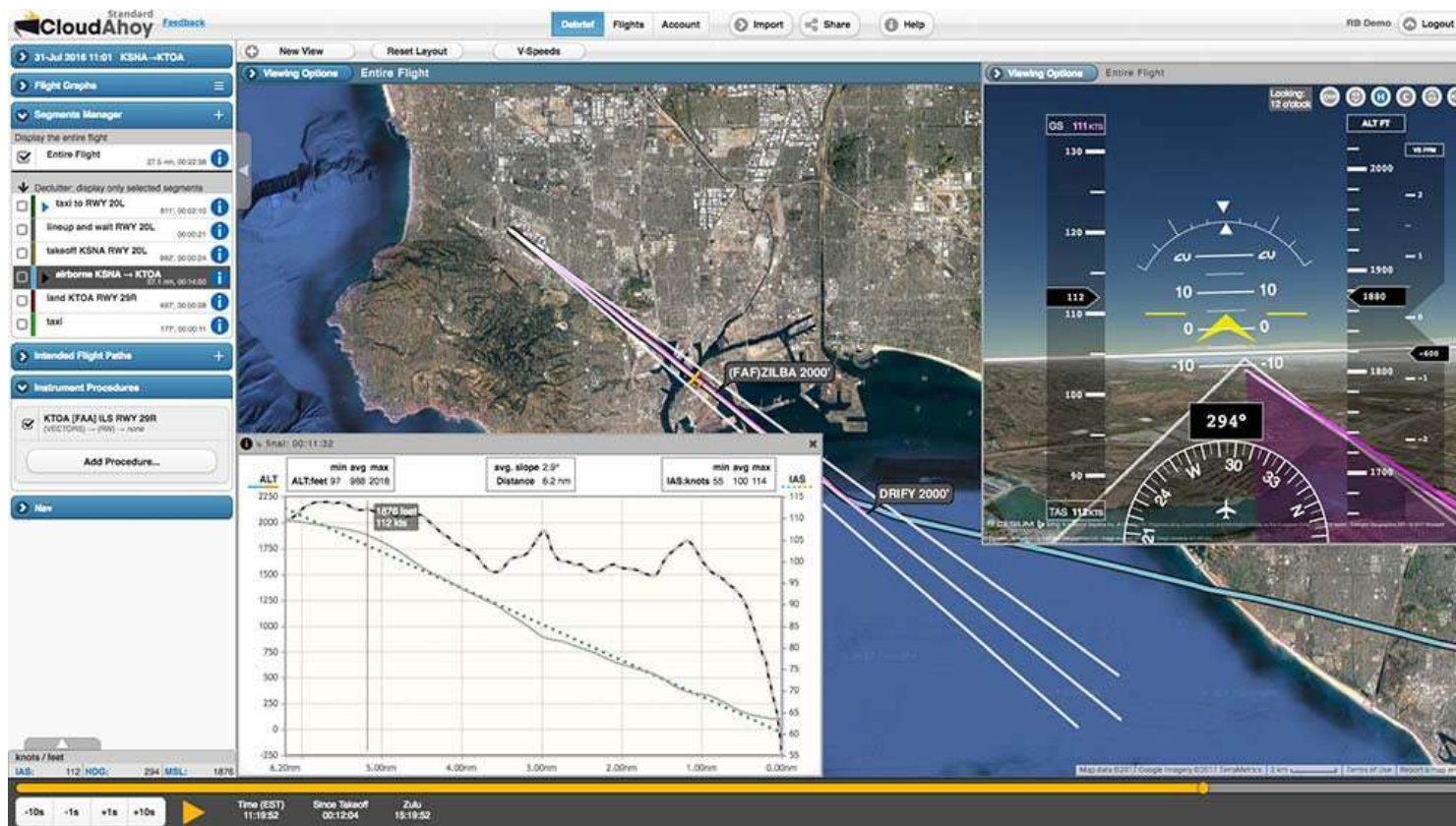




*LIVE*

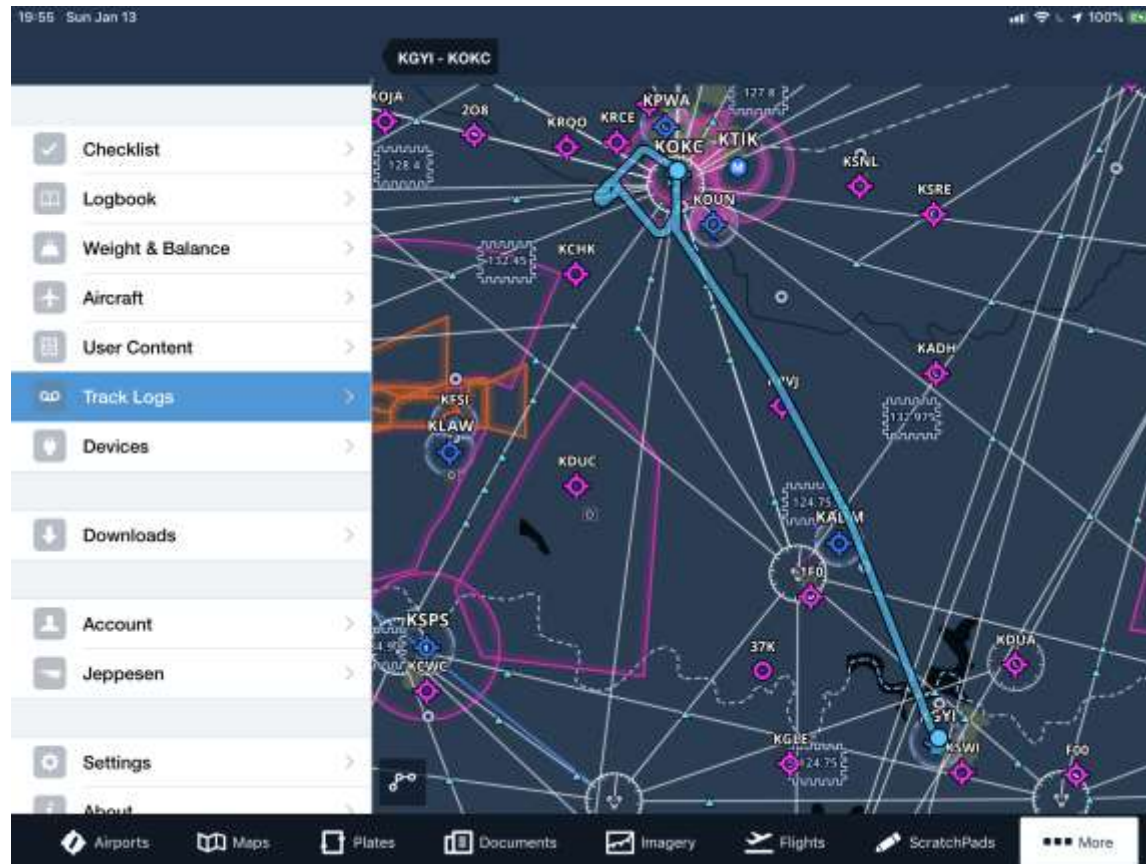
# Ways to help denial

- Give them concrete proof



# Ways to help denial

- Give them concrete proof



# Ways to help denial

- Recommend another instructor



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# Ways to help denial

- Recommend another instructor

## Important NOTES

- Just the facts
- They may switch to that CFI

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# Ways to help denial

- Recommend another instructor

## Biggest Benefits

- A different method may work
- A student may accept another CFIs opinion faster



# Saying no to a flight review

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- Document training received not failure

*LIVE*





- Document training received not failure
- Show them the ACS standards

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- Document training received not failure
- Show them the ACS standards
- Use the FAA Wings program instead!

### Complete Your Flight Activities With an Instructor



**ASEL-Takeoffs, Landings, Performance Maneuvers (ATP, Comm'I, Pvt)**  
(Not Yet Completed)

Flight Activity: A070405-165  
1 Credit for Flight Topic 1

From the [Commercial Pilot Practical Test Standards for Airplane](#) and the [Airline Transport Pilot Practical Test Standards for Airplane](#)

1. Area of Operation IV, Task C: Soft-Field Takeoff and Climb
2. Area of Operation IV, Task D: Soft-Field Approach and Landing
3. Area of Operation IV, Task E: Short-Field Takeoff and Maximum Performance Climb
4. Area of Operation V, Task B: Steep Spiral
5. Area of Operation V, Task C: Chandelles
6. Area of Operation VI: Eights on Pylons
7. Area of Operation IX, Task A: Emergency Approach and Landing
8. ATP Area of Operation IV, Task A: Steep Turns
9. ATP Area of Operation IV, Task D: Power Plant Failure
10. ATP Area of Operation IV, Task F: Recovery from Unusual Attitudes

# WORST CASE SCENARIO

**Complaints/Lawsuit**

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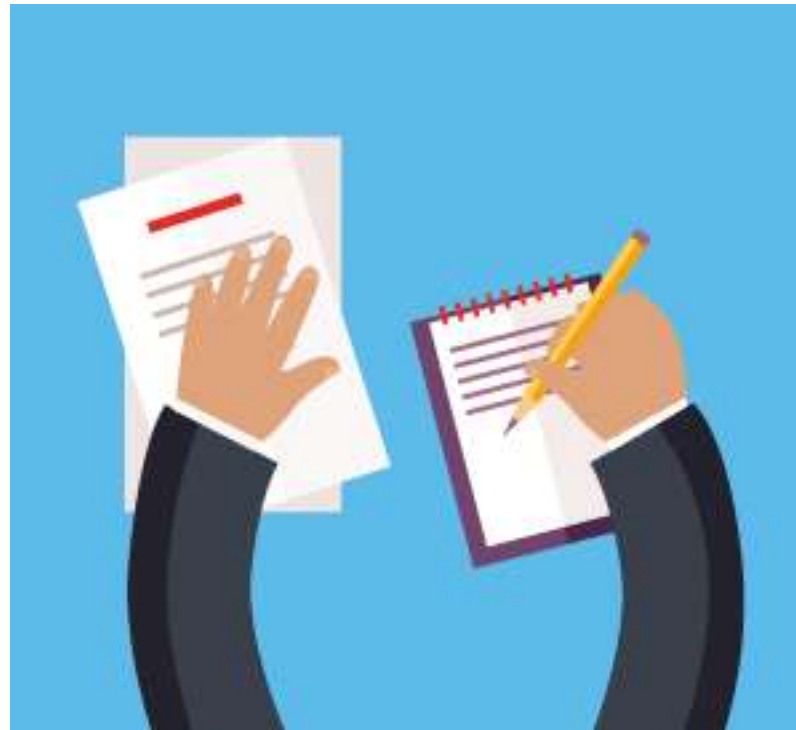




# Customer Complaints

*LIVE*

# The Best Defense Is?



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# Customer sues or challenges credit card charges

- **Your opinion means very little**
- **Documentation is the only proof**
- **Be ready to lose**

# WORST CASE SCENARIO

**Unsafe Pilots**

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The most dangerous people are  
the ignorant.

~ Henry Ward Beecher

AZ QUOTES

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# What makes someone dangerous

- Blatant disregard of rules
- Extreme Anti-Authority
- Extreme Anger
- Medical Problems
- Drug or Alcohol

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# If you believe someone is dangerous

- Tell the flight school

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# If you believe someone is dangerous

- Tell the flight school
- Tell the FAA!

*LIVE*

# If you believe someone is dangerous

- Tell the flight school
- Tell the FAA!



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# What if you don't report them

- And they get hurt...
- They kill innocent people like their family


# What if you don't report them



*LIVE*

# What happens to you if you report

- You'll be asked to show documentation

A graphic with a light green, textured background. The text is centered and reads: "A CLEAN CONSCIENCE MAKES A SOFT PILLOW" in large, bold, black capital letters. Below this, in smaller bold black capital letters, it says "AFRICAN PROVERB".

**"A CLEAN  
CONSCIENCE  
MAKES A SOFT  
PILLOW"**

**AFRICAN PROVERB**



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# A GOOD CFI

- Sets clear expectations up front

*LIVE*



# A GOOD CFI

- Sets clear expectations up front
- Helps student overcome “Failures”

*LIVE*



# A GOOD CFI

- Sets clear expectations up front
- Helps student overcome “Failures”
- Shares stories of their past problems

*LIVE*



# A GOOD CFI

- Refers students to other instructors

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# A GOOD CFI

- Refers students to other instructors
- Doesn't give in to outside pressure

*LIVE*

# A GOOD CFI

- Refers students to other instructors
- Doesn't give in to outside pressure
- Knows some students have limits

*LIVE*



# A GOOD CFI

- Is more concerned with safety than \$

*LIVE*

# A GOOD CFI

- Is more concerned with safety than \$
- Recognizes early signs of problems

*LIVE*



# A GOOD CFI

- Is more concerned with safety than \$
- Recognizes early signs of problems
- Understands different student reactions

*LIVE*



# A GOOD CFI

- Will tell a student no if needed

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# A GOOD CFI

- Will tell a student no if needed
- Will report someone truly dangerous

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# A GOOD CFI

- Will tell a student no if needed
- Will report someone truly dangerous
- Stays active in NAFI and Wings program

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# Master Training Videos

PilotSafety.org  
Master Flight Training

**Avidyne**

IFD550 / IFD540  
IFD440

**ForeFlight**

**Garmin**

GTN / 430 & 530  
G1000 / Perspective



**Mastering Single Pilot IFR**

**PilotSafety.org**

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NAFI members receive a 10% discount on the conference fee. Enter NAFI (all caps) on the registration form.



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**PilotSafety.org**

A black rectangular box containing five white diagonal stripes, resembling a hazard or caution sign.

**Master Flight Training**

# Telling a student “NO”

Gary Reeves  
PilotSafety.org



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NATIONAL ASSOCIATION OF FLIGHT INSTRUCTORS

# MENTOR

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