



AVIATION SERVICES



ISO 9001
BUREAU VERITAS
Certification



Table of Contents

Brief Presentation	3
About us	3
Filistos ASCOT Aviation Services.....	3
Assessment	5
Questionnaires	6
Evaluation Forms.....	8
Personality and Behavioral Competency Matrix	10
Individual Matrix	10
Group Matrix	10
Platform & Applications.....	11
ACT online platform	11
CASE.....	12
SupportIn.....	13
Consulting	14
Consulting Services.....	15
Behavioral Competency Assessment.....	18
How it works.....	18
Training	19
Workshop Titles.....	20
E-Learning Titles	21

Brief Presentation

About us

Filistos ASCOT SA is devoted, since 2006, to assist companies develop and sustain an efficient, productive and safe workplace.

Our services, which are certified by the **Bureau Veritas**, specialize in supporting organizations to promote:

- Suitable *employee selection*
 - *High retention* of employees
 - Development of employees' *soft skills*
 - *Teamwork* evaluation & development
 - Employees' *Resilience*
 - Development of *Safety Culture*
-

Filistos ASCOT Aviation Services

Numerous cases of fatal aircraft accidents have been noted as a result of human error, poor judgement, unstable mental health or miscommunication. Pilots and cabin crew members are required to operate under exceedingly high standards in a demanding environment. Filistos ASCOT SA offers an extensive portfolio of tools that thoroughly assess psychological aspects affecting efficiency and safety.

Filistos ASCOT SA's questionnaires, consulting and training programs, created for the aviation industry, assess and develop areas like:

- | | |
|-----------------------|--------------------------------|
| • Physical health | • Decision-Making |
| • Mental health | • Interpersonal Skills |
| • Personality | • Leadership and Communication |
| • Stress & Resilience | • Teamwork |

The areas assessed have been carefully selected following regulations and guidelines specified in, but not restricted to:

European Association of Aviation Psychology (EAAP)

Occupational Health and Safety Assessment Series (OHSAS 18002)

Occupational Network (O*NET).



**Filistos ASCOT SA is the trusted partner to prominent organizations assisting them with their
most challenging and valuable asset:
Their People**

Assessment

At Filistos ASCOT SA we believe that employees are the most significant contributor to organizational growth and success.

We assist organizations to:

- **Recruit** qualified employees that maximize business potential and safety
- **Retain** competent personnel that ensures organizational productivity and efficiency
- **Identify areas of improvement** and foster optimal behaviors, ensuring ongoing organizational development
- **Conquer Geographical and Cultural Barriers** by administering multilingual questionnaires, ensuring highest reliability and validity. Our questionnaires are currently provided in ten (10) languages!
- The tests are **rank and position specific**

Our assessment tools are multilingual, provided in ten languages; all can be customized to specific organizational needs and requirements for maximum usability.

Filistos ASCOT SA innovative Individual and Group Matrix can assist every organization to evaluate the suitability of a person in an designated position and to evaluate whether a group can effectively operate as a team respectively.

Questionnaires

Our questionnaires are applicable to a wide age range and require 10-40 minutes. They are being offered in 10 languages (Chinese, English, French, German, Greek, Romanian, Russian, Tagalog, Italian and Ukrainian). Scoring and Reporting are *instantly produced* through Filistos ASCOT SA's online platform, ACT.

All tests are rank and position specific.

Title	Use - Benefits	Type	Description
Personality Behavioral Inventory (PBI)	Promotions, Hiring, Psychological and Mental Health fitness	Psychological and Social Risks, Soft-Skills & Resilience, Personality	PBI is the briefest personality tool in the field. It is the only one that contains scales about psychopathy, hopelessness, and sadistic behaviors, extremely useful for forensic and clinical evaluation. Furthermore, it evaluates separately alcohol and drugs addictive behaviors and tendencies. Also, it is the only inventory that separates somatic complaints into four categories, conversion, myoskeletal, head and neck, gastrointestinal and heart and chest.
Inventory for Personality Assessment (IPA)	Promotions, Hiring, Psychological and Mental Health fitness	Psychological and Social Risks, Soft-Skills & Resilience, Personality	IPA is the only inventory in the field that apart from personality and psychopathology factors, also contains problem-solving tactics evaluation factors.
CAPRE-DIEM Office	Hiring, Psychological and Mental fitness for duty	Psychological and Social Risks	The most complete test for Occupational Risk in the workplace, including 34 factors, divided into Psychosocial issues, Occupational and Interpersonal Factors.
WBEI	Promotions, Hiring	Soft-Skills & Resilience	Based on elements provided by the Occupational Network Organization, WBEI evaluates behavioral attributes, which are considered to be important in the workplace.
FFPQ	Promotions, Hiring	Personality	Based on the Five Factor theory of personality, it is the briefest test available. Besides the basic report, it provides reports regarding work placements and leadership skills.
Office ANCOR	Promotions, Hiring, Psychological and Mental Health fitness	Psychological and Social Risks, Soft-Skills & Resilience, Personality	A holistic test that assesses the important qualities of personnel, covering personality, behavior, leadership, resilience, soft skills and psychosocial risks. (77 factors)
Workplace Performance and Satisfaction	Annual Performance Evaluation	Soft-Skills & Resilience	Evaluates the current satisfaction and or possible problems of an employee in the workplace.

Business Focused Inventory	Hiring and Promotion	Personality	<p>The inventory is a practical, work-based questionnaire that is valuable for use at senior managerial levels.</p> <p>It can be used as a self-report questionnaire, by others as a 360 evaluation.</p> <p>The questionnaire includes four conceptual domains:</p> <ul style="list-style-type: none"> • Occupational Orientation: assesses work-specific motivation, this domain considers what motivates respondents in planning and shaping their career path and what they value in a job. • Occupational Behavior: assesses the typical approach to work. • Social Competencies: describes the style of interacting with other people. • Psychological Constitution: assesses how the demands made by a range of tasks at work, impact on a person's resilience and experience of emotional pressure.
Emotional Intelligence Questionnaire	Promotion	Soft-Skills & Resilience	Based on the main elements provided by the theories of Emotional Intelligence, it evaluates the control, and the express one's emotions, which are considered to be important in the workplace.
Executive Leadership	Promotion	Soft-Skills & Resilience	Evaluates specific leadership behaviors and provides a comprehensive report across three important levels: Self, Teams and Organization.
Work-Related Stress	Mental Health need of Assistance	Psychological and Social Risks	The only test that includes factors, which may initiate or increase Occupational Stress.
Resilience Questionnaire	Promotion - Training	Soft-Skills & Resilience	Assess every aspect of Resilience, based on Shell Handbook and elements essential for office personnel.
Ability Profile	Competence	Ability	<p>The Aptitude and Ability Measures (AAM) consists of 9 aptitude and ability tests designed to meet the demands of occupational test users who seek high levels of reliability, validity and flexibility.</p> <p>Each of the 9 AAM tests can be used separately to test a subject's ability level in any of the 9 areas represented. Alternatively, the complete test can be used to provide a detailed picture of his/her aptitude and abilities.</p>

Evaluation Forms

Our forms are specifically designed to fulfill the needs of the Human Resources departments and can be modified accordingly to their specific needs.

Title	Use - Benefits	Description
Wellbeing Survey	Wellbeing Evaluation	This form assists the crew manager and the organization to assess the wellbeing of the personnel and to identify areas of improvement.





WBEI Report

User Data

Surname: SURNAME12
 First Name: Name12
 Identity: IDENTITY12
 Position: TAE
 Date of Birth: 01 Jan 1900
 Date of Completion: 03 Jan 2020
 Execution Time (minutes): 1:13
 Company: Test company

Description

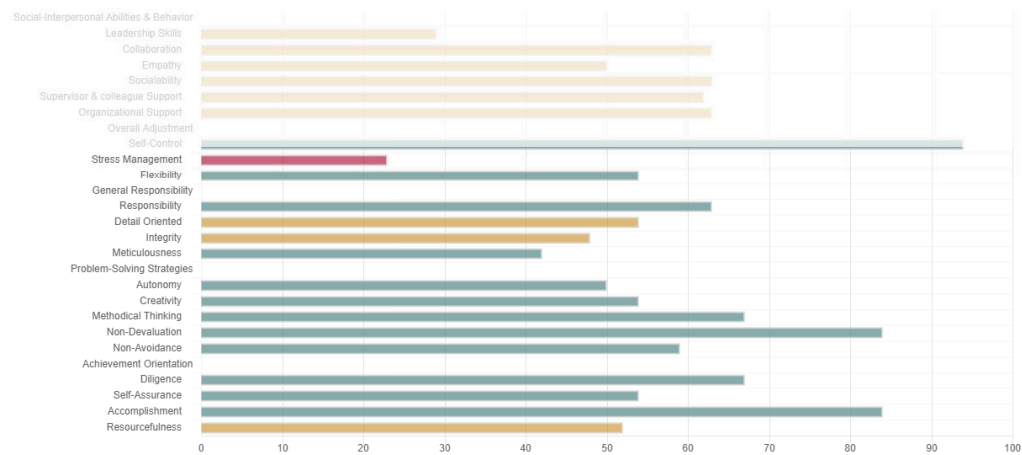
Workplace Behavior Evaluation Inventory (WBEI), provides accurate information for the behavioral type of current employees or candidates.

It is based on the O*NET principles and factors. Human Resources department can be assisted to ascertain the ability of a candidate for a particular position or task. It evaluates 21 behavioral characteristics like Commitment, Adaptability, Autonomy, Teamwork Abilities, Problem-Solving Abilities and more. It is the only inventory that on every factor, assesses separately the possible tendency of the examinee to exaggerate or to understate a characteristic.

Taking assessment on the next level

Factors Graph Report Lies Graph Report

Factors Graph



Analysis

Social-Interpersonal Abilities & Behavior	55
Overall Adjustment	57
General Responsibility	52
Problem-Solving Strategies	63
Achievement Orientation	64

Personality and Behavioral Competency Matrix

Individual Matrix

Based on the individual assessment and the large amount of people examined with the tools of Filistos ASCOT SA, we have developed the Personality and Behavioral Competency Matrix, applicable for the aviation. This tool does not take into account only the rank, or position of the examinee, but also:

- Nationality
- Personality Traits
- Psychological and Social factors that can effect performance and safety
- Soft Skills
- Behavioral Traits associated with the specific working environment

This matrix can be **modified** based on the organization's detailed standards.

Group Matrix

Most of workplaces require teamwork. This means that the team must overcome the differences that could create conflict and form a strong bond in order to work together and use their full potential. The identification of these factors that could create conflict, jeopardize safety and reduce performance, is something extremely difficult to identify beforehand. The Group Matrix is an effective tool that can assist every organization identify the strengths and weaknesses of a group. The Matrix takes into account, amongst other elements, the following factors, for each individual in order to create a group matrix:

- Nationalities
- Personality Traits
- Psychological and Social factors that can effect performance and safety
- Soft Skills
- Behavioral Traits associated with the specific working environment

This matrix can be **modified** based on the organization's detailed standards.

Platform & Applications

ACT online platform



ACT is the next generation expert system designed exclusively by ASCOT Consulting. It represents the new gold standard in assessment and e-learning software, against which all competitors are being reviewed and evaluated.

ACT is the pinnacle of our specialized knowledge gathered over a decade

in the fields of assessing, consulting and training employees. It has been designed and developed based on the feedback and the specifications provided by Human Resources & Crew Management Departments, in order to be effectively supportive to recruitment, development, management and restructure. Incorporating state-of-the-art technologies, complex mathematical algorithms and sophisticated reporting tools, it provides the most valuable insight to effectively administer everyday tasks with unparalleled precision, speed and reliability.

ACT is a fully web-based application, accessed through personal computers, tablets και mobile devices, ensuring maximum compatibility. Despite its powerful features, it still offers its full potential in the most user-friendly way, without the need of extra software installations, daily file backups, etc. Data is always available live, anytime, anywhere, so the manager needs to focus only on the task at hand, saving invaluable time.

CASE

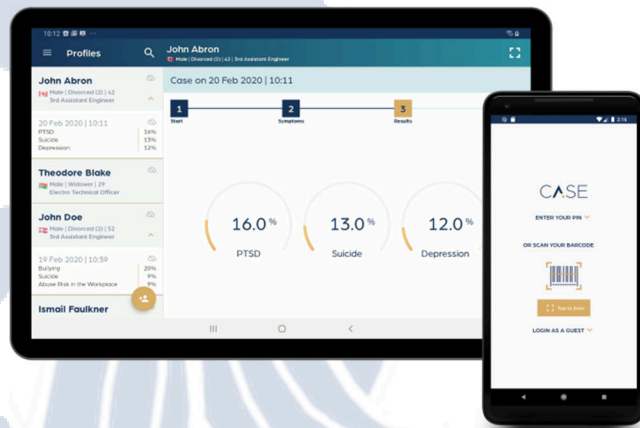
The CASE application was designed to assist companies and the officers to evaluate and assist people and passengers that experience specific problems, common in aviation industry.

You only select the symptoms that have been identified to the person, based on what you have seen and the observations of the rest of the crew. These symptoms are simply outlined and grouped for greater efficiency.

After you select the symptoms then you have your CASE. The application will present the type of the possible problem and first aid interventions that you can apply while onboard.

The issues that CASE evaluates are:

1. Anxiety
2. Post-Traumatic Stress Disorder (PTSD)
3. Depression
4. Suicide
5. Paranoid Ideation
6. Fatigue
7. Bullying
8. Abuse in the Workplace
9. Work-Related Stress



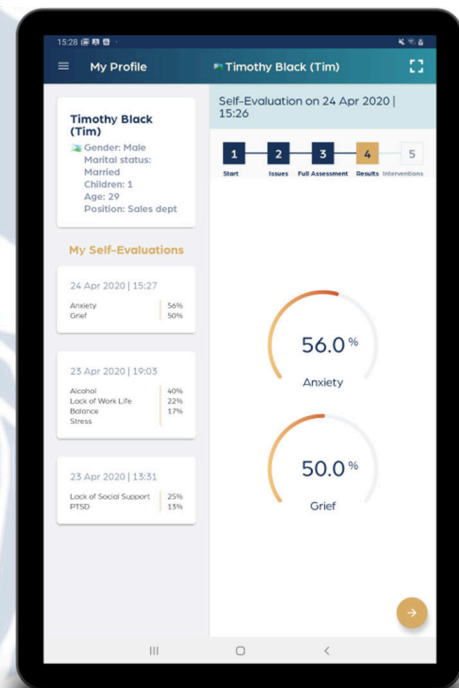
SupportIn

SupportIn is providing a simple, practical and comprehensive support to Socio-Psychological issues by eliminating the “stigmatization fear” of the individual in need. Hence it allows the individuals to obtain, easy to understand, step by step map on how they can help themselves and in addition provide them with the opportunity to seek further assistance.

The goal of SupportIn is, just as the name signifies, to provide initial support instantly. Its goal is not to replace helplines or mental health professionals. It is to provide an initial guide map so the person can assist oneself and, if required, to guide him/her towards seeking further assistance.

The issues that SupportIn evaluates are:

1. Conflict At Work
2. Bullying
3. Grief
4. Stress
5. Anxiety
6. Lack Of Work-Life Balance
7. Alcohol
8. Depression
9. Work-Related Stress
10. Post-Traumatic Stress Disorder (PTSD)
11. Hopelessness
12. Phobia
13. Lack Of Social Support
14. Anger



Consulting

Filistos ASCOT SA provides applicable and tailor-made consulting services to our clients in respect to their human capital.

Specifically, we assist organizations to:

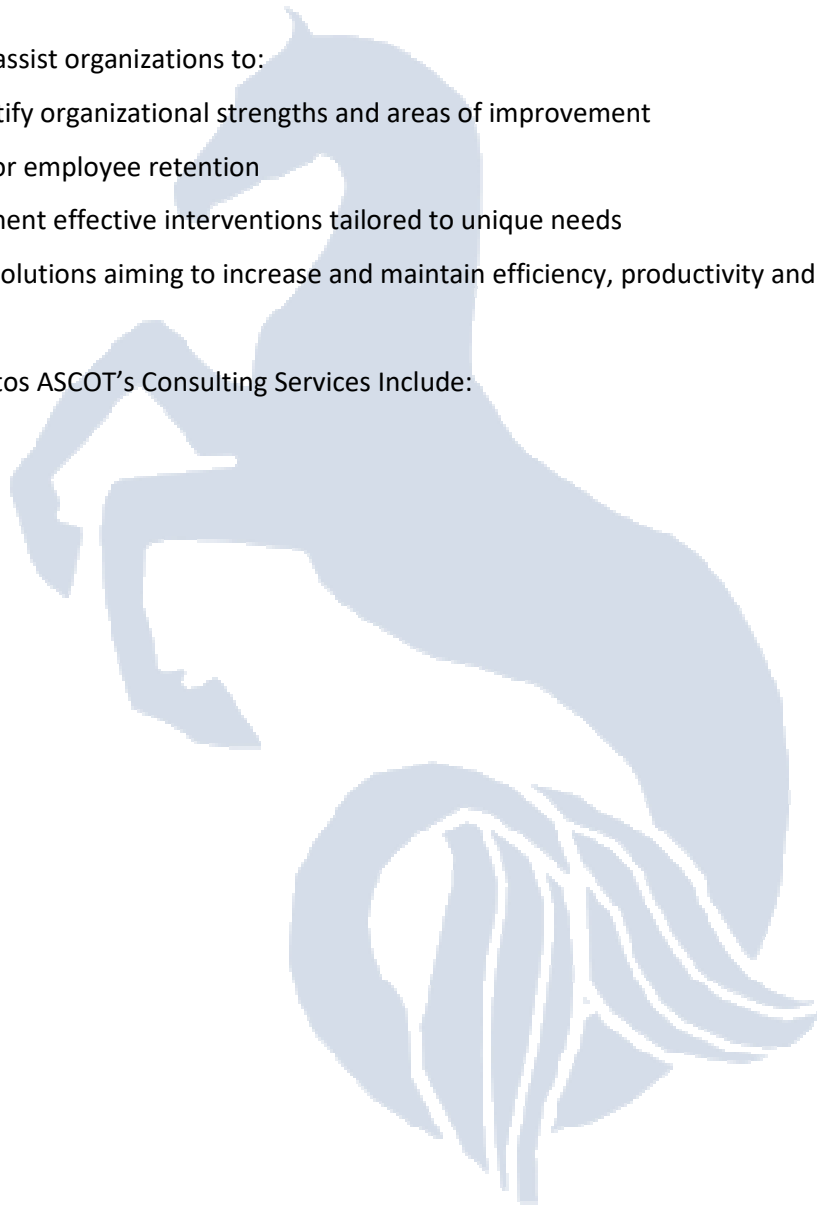
Assess and identify organizational strengths and areas of improvement

Develop plans for employee retention

Plan and implement effective interventions tailored to unique needs

Propose viable solutions aiming to increase and maintain efficiency, productivity and safety

Analytically Filistos ASCOT's Consulting Services Include:



Consulting Services

Type	Description
Coaching	<p>Powerful knowledge for living a meaningful and inspired life is already within you, all you need to do is tap in and reconnect with the version of yourself that is creative, capable and fulfilled.</p> <p>In FILISTOS ASCOT's Personal Development Workshops, expert facilitators, who coach around the world, help you see the bigger picture, unlocking the essential tools you need to journey on your true path.</p> <p>Through fun, engaging and impactful exercises, our expert facilitators guide you to acknowledge your most promising attributes as a unique individual and clarify your goals.</p> <p>The skills you will learn apply to every area of your life and can be used in all situations, since the decision to improve and re-balance one aspect inevitably ripples through all other areas too. Every day we continue to evolve, and, through our workshops, you will discover how to keep moving in the direction that you want to go in, by becoming aware of your multi-faceted potential, accessing it, and experiencing the power of being fully present.</p>
Psychosocial Risk Management	<p>Psychosocial risks are constituted from organizational factors including aspects of the design and management of work, lack of supportive relationships, job insecurity or company culture that have the potential for causing psychological or physical harm to employees. Societal or sectoral factors, such as a highly competitive climate or an economic recession have been identified by the European Agency for Safety and Health at Work as factors that can have an aggravating effect on psychosocial risks in the workplace.</p> <p>Exposure to psychosocial risk factors at work may result in a heightened state of work-related stress, which negatively impacts employee's skills and efficiency in performing tasks. It can also have adverse organizational impacts on work-team relations, quality of work, absenteeism, employee turnover, customer satisfaction and employee's compensation claims.</p> <p>FILISTOS ASCOT's Psychosocial Risk Management represents a systematic process within the organizational context that can contribute positively to employees' well-being, health and productivity as well as to organizational performance and growth.</p>
Critical Incident Stress Response	<p>Critical Incident Stress Response (CISR), is an International intervention protocol developed by the Critical Incident Stress Foundation Inc., specifically designed to assist people who were exposed, witnessed or affected by a traumatic or critical incident either in the workplace or in their personal lives. Following a critical event, employees often do not operate at a high level of efficiency having a direct or indirect impact on an organization's Productivity, Performance and Profitability.</p> <p>In the workplace a critical incident may include an armed robbery, threats of violence, accidents, explosion, death of a colleague, downsizing, reductions in salaries,</p>

	<p>reorganizations, mergers or other workplace transitions. In their personal lives, employees may experience a death in the family, diagnosis of a life threatening illness, abuse, divorce, loss of employment, natural disasters etc. Companies, on an International level, include CISR in their Crisis & Security Management and to their Business Continuity & Recovery Plan.</p>
Conflict Resolution and Mediation in the Workplace	<p>Conflict is an inevitable aspect of any organization's existence. If we calculated the amount of time, energy, and resources wasted on unresolved conflicts in the workplace, we would need to include in our accounting equation, indirect factors such as productivity losses due to poor morale, gossip at the water cooler, distractions, absenteeism, employee attrition, stress related medical conditions, employee's compensation, theft, sabotage, violence, and lawsuits. Additionally, we would have to add the significant costs associated with destroyed relationships and even include the loss of public confidence an organization endures when it has been accused of having unsafe working conditions and practices.</p> <p>FILISTOS ASCOT's Conflict Resolution & Mediation in the Workplace Service is a well-designed intervention that can have a transformative impact on the quality of life of a company's workforce, on the overall health and well-being of an organization, as well as on its bottom line. It is strategically tailored and customized to support the needs of an organization and it consists of three multidimensional interrelated components that are essential to its success:</p> <ul style="list-style-type: none"> • Conflict Resolution and Mediation Skills Training for Managers: developing competencies to manage conflict at early stages and resolve daily disputes in the workplace • Independent Third-Party Intervention: Workplace Mediation by external certified Workplace Mediators • Policies & Procedures: improve an organizations' ability to constructively manage and minimize the harmful effects of conflict in the workplace.
Employee Support	<p>FILISTOS ASCOT's Employee Support & Counseling Model integrates services to employers and their employees to alleviate psychosocial, psychological and work-related behavioral issues which negatively impact on work and personal wellbeing and productivity. Empowering the human capital with solution focused approaches and with strengthening skills results in adequate preparation to deal with day to day challenges within or outside the workplace.</p> <p>FILISTOS ASCOT can support you to address areas such as conflict, coping with change, stress, relationship issues, financial or legal matters, balancing work and family, critical incidents and mental or physical illness, etc. Ongoing consultation to the employer and qualitative-quantitative evaluation of the program outcomes constitute the business case for the value of our programs to the organization.</p>

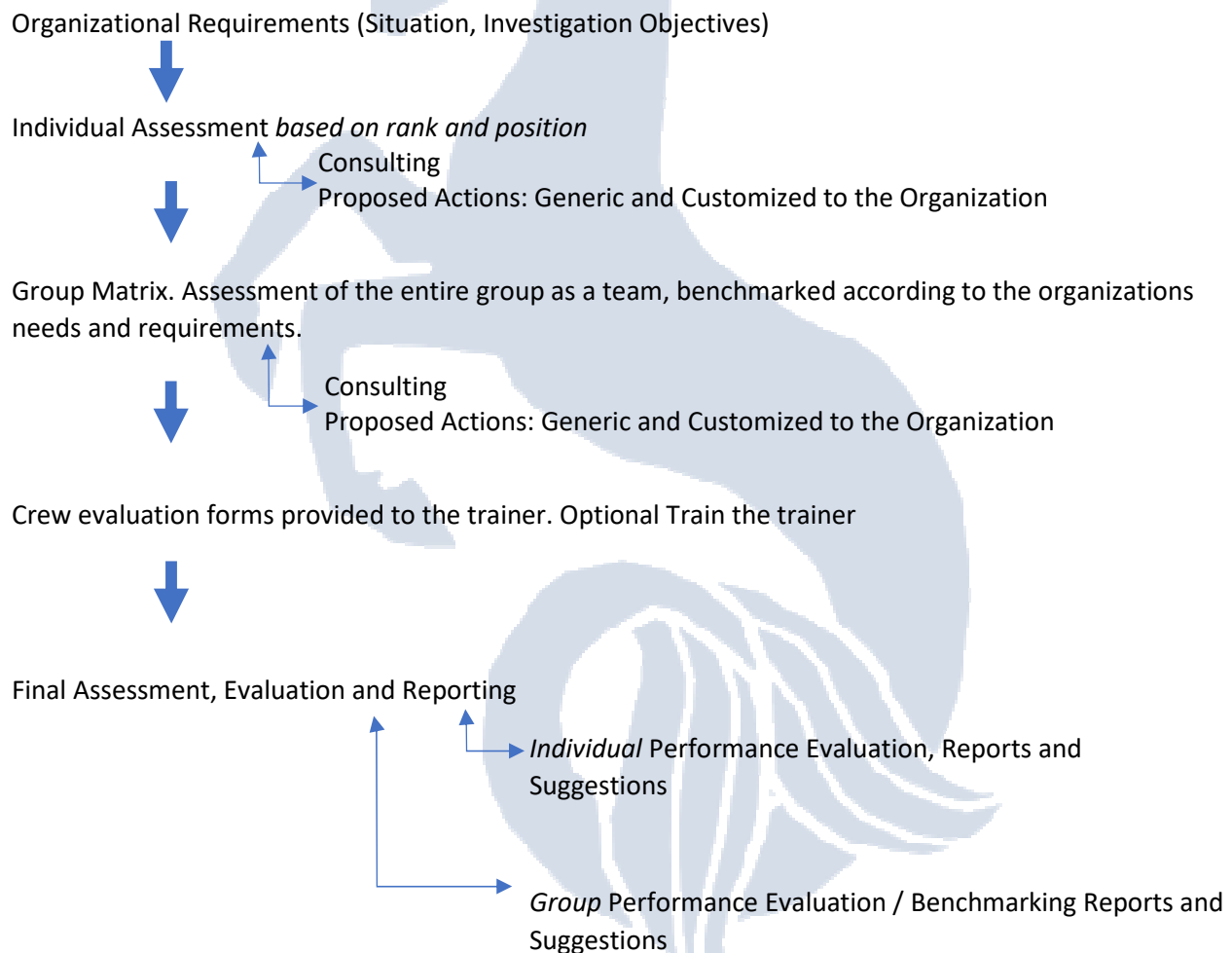
Phone and Online Support	<p>24/7 Help Line, On site psychologist and Case Management services by FILISTOS ASCOT assist employees from all fields, their family members and the Management to develop all the appropriate skills required to deal with challenging and complex situations related to both the professional and personal life of the employer. They are based on the Cognitive Behavioral Treatment-CBT standard and are implemented by FILISTOS ASCOT's specialized psychologists and specialized experts, network. Usual cases include : stress, depression, use of substances and other addictions (eg. smoking), illness and loss of relatives, return to work after a health related leave due to serious mental illness, ineffective communication with customers and colleagues, etc.</p>
---------------------------------	---



Behavioral Competency Assessment

Filistos ASCOT SA for more than a decade has the experience and ability to offer customized services in the field of assessment and training. One of our services is the practical integration of our psychometric questionnaires with practical training, observation through scenario simulations and evaluation. On this assessment we can create custom, based on the requirements and the standards for each organization.

How it works



Training

Improving employee's abilities and interaction are fundamental to every organization. This is the Training at Filistos ASCOT SA. Our training program (*workshops, e-workshops* and *e-learning* courses) is developed to assist you empower your prime asset: your people. Our experienced trainers develop applicable and tailor-made seminars and workshops for enhancing your employees' awareness, developing soft skills, and improving teamwork.

Some training topics that Filistos ASCOT SA provides, include:

- Stress and Resilience
- Psychosocial Risks
- Leadership & Communication
- Cultural Diversity, Tolerance and Interpersonal Relations
- Emotional Intelligence & Self-Awareness
- Decision-making & Problem-solving
- Soft Skills
- Teamwork

The training titles differ based on the employee's field of work i.e. office personnel or crew.

Workshop Titles

	Course Title	Workshop	e-learning
1	Anger Management	✓	✓
2	Assertiveness	✓	✓
3	Basic Principles about Hostage Situations	✓	✓
4	Bulling in the Workplace	✓	✓
5	Communication	✓	✓
6	Crisis Intervention & Safety Management	✓	✓
7	Cultural Diversity	✓	✓
8	Decision-Making	✓	✓
9	Emotional Intelligence at Work	✓	✓
10	Emotional Intelligence & Leadership	✓	✓
11	Engagement in the Workplace	✓	✓
12	Goal Setting & Achievement	✓	✓
13	Leadership	✓	✓
14	Leadership & Management	✓	✓
15	Leadership & Teamwork	✓	✓
16	Mental Health Awareness	✓	✓
17	Motivation	✓	✓
18	Problem-Solving	✓	✓
19	Problem-Solving & Decision-Making	✓	✓
20	Psychosocial Risks-Safety Precautions	✓	✓
21	Resilience	✓	✓
22	Crew Family Support Training	✓	✓
23	Situational Awareness	✓	✓
24	Stress Management	✓	✓
25	Train the Trainer	✓	✓

E-Learning Titles

Course Title	Modules
Mental Health Awareness	Module No.1 Mental Health and Mental Illness Module No.2 Depression Module No.3 Stress and Anxiety Module No.4 Suicide Module No.5 Fatigue and Burnout Module No.6 Work Related Stress Module No.7 Paranoid Ideation Module No.8 PTSD Module No.9 Anger
Leadership and Teamwork	Module No.1 Psychological Safety and Teamwork Module No.2 Leadership and Teamwork Module No.3 Communication Module No.4 Feedback and Team Belonging
Resilience	Module No.1 What is Stress Module No.2 What is Resilience Module No.3 Problem-Solving Module No.4 Keeping Things into Perspective Module No.5 Changes are Part of Living Module No.6 Positive Communication Module No.7 Assertiveness
Single Module Courses	
Bullying and Harassment Awareness Cultural Awareness Problem-Solving Situational Awareness Assertiveness	

