Welcome Onboard this Fight.

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Abstract— **Air Rage and Sky Rage are terms used to describe violent behavior committed by passengers or crew, which threatens the security of a client or a crew member during the flight. Although there still is not a database with the number of air rage caused by crew members, we can see a significant increase in such cases. People with poor social skills have high levels of stress, resulting in frustration and can generate angry outbursts. According to Air Transport Association Air Rage has become the most significant daily threat to airlines, overcoming bomb suspects and terrorist attacks. One of the results of the research shows that a training centered on Conflict Risk Management would work as a tool of psychological control, cognitive and motor responses, connecting all components and ensuring equal consideration for all the answers, thus avoiding "triggers" that lead to air rage. The conclusion points out an urgent need to promote an Air Rage Management Plan in airlines which would contribute effectively to develop and implement risk management initiatives to increase safety and minimize risks.**

Keywords—Air Rage, Aviation Safety Conflict Risk Management, Communication Skills.

I. INTRODUCTION

International Civil Aviation Organization (ICAO) defines air rage as every verbal act or threat of action committed by any person on board an aircraft, whether on earth or in the air, which can harm the crew, passengers, ground staff, or that can divert the crew from its duties, compromise flight safety, or disturb other passengers, including irregularities committed under the air navigation order [14].

According to data from the International Air Transport Association (IATA), there were 9,315 incidents involving unruly passengers worldwide in 2014 and that went up 14 percent in 2015 to 10,854. The trend stabilized in 2016, however, and fell slightly to 9,837 incidents, equating to 1 per 1,434 flights [14].

The statistics show that the overall number of reported incidents declined about 10 percent in 2017. While that's a modest drop from the 10,854 incidents reported in 2015, IATA believes airlines underestimate or under-report the extent of the problem.

IATA (Association, Doc 10034, 2016) notes that in 2016 numbers show a troubling increase in the times (11% in 2015 to 12% in 2016), incidents escalated from simply verbal, to incidents that involved physically abusive or obscene behavior, verbal threats of physical violence or tempering with emergency and safety equipment [2].

A growing number of researchers have been studying air rage, however most of these studies have focused on the passenger. The main distinction of this work compared to others is also to highlight the stress of the crew members and ground staff as a key contributor of angry outbursts and as a contributing factor to the increase cases of air rage caused by passengers. If, on the one hand, customers' complaints have increased, on the other hand, airlines officers also suffer from stress.

Working for an airline has lost its glamour. Recent months have brought a variety of new pressures, wage cuts and reductions in the number of crew members on board, shorter meal plans, flight delays, lack of security, lack of civility in the attitudes of passengers and other factors cause frustration, resentment and depression in many people. At the same time, the list of roles and responsibilities is still growing.

According to National Association of Flight Attendants in the United States, a lot of employees are going through post-traumatic stress and there is a consensus that the airlines are not doing anything to improve the situation.

Crew members bring the stress of their lives onto the plane. They are working too hard with lower payment. They are worried about money, politics, health care, or their family. Crew members and ground staff are working more hours than they were a few years ago. Fatigue, resulting in stress and frustration, can generate a more aggressive attitude towards customers. The emotional baggage of airline staff no X-ray can check.

II. RAGE IS IN THE AIR.

Air Rage can result in violent verbal protests about the airline or even verbal or physical violence towards flight dispatchers, security officers, crew members and other passengers. They fight for a place to store their carry-on luggage, to save time or avoid a fee and they fight for the arm rest and bathroom queues. "Some people go on American air carriers angry from the start." (J.Ostrower, 2017) [10]

In February 11, 2009 a man accused of breaking a ticket agent's neck in a bout of air rage was acquitted of assault in a case that focused attention on rising tempers among the nation's airline passengers. John C. Davis claimed he acted in self-defense and only after the agent shoved his wife as she tried to retrieve their 18-month-old daughter, who had wandered up a passageway leading to a plane. He faced up to 10 years in prison.

A survey conducted by IATA (Association, Doc 10034, 2016), based on reports presented by airlines, pointed out the main factors that contribute to the triggering of air rage.[2]:

a)   Intoxication by alcohol, narcotics or medicines, often beginning before the passenger goes on board the aircraft; - the abstinence from smoking leads some people to ingest antidepressants and alcohol as a replacement to nicotine.

b)   Tight and crowded cabins - contributing factors to the feeling of invasion of privacy and loss of individuality.

c)   Irritation by the actions of other passengers on board;

d)   Frustration on the trip

e)   Mental breakdowns or similar episodes such as acute anxiety, panic disorder or phobias;

f)   Environmental factors that surround the act of flying, for example, the gathering of large crowds at airports, having to sit and travel in a confined space, fear of flying.

g)   Discomfort generated by the minimal space for the legs because of pain and stress.

Hethcock (2018) reported in his article "American Airlines crew zip-ties, duct-tapes unruly passenger in latest airborne altercation" that in American Airlines crew restrained a passenger with zip ties and duct tape after she allegedly bit and kicked flight attendants during the landing of Flight 1033 from Dallas to Charlotte, North Carolina[8]. The passenger, 36-year-old Charlene Sarieann Harriott, was charged on Thursday, one day after the violent incident that occurred while the plane was just 200 feet off the ground. Three flight attendants attempted to restrain Harriott in the plane's first-class section using duct tape and zip ties around her ankles and wrists, but she bit one in the forearm and kicked the other two in the arm, leg, and abdomen, according to the court document filed by the FBI. All three flight attendants were treated for injuries at American Airlines' on-site clinic.

The disturbance aboard Flight 1033 is the latest in a series of ugly and sometimes physically violent encounters between airline passengers and cabin crews. Most recently, a woman aboard a Southwest Airlines flight from Portland to Sacramento threatened to kill fellow passengers in a dramatic episode captured on video "I swear, if you don't (expletive) land, I will (expletive) kill everybody on this (expletive) plane!" the 24-year-old woman yelled at a flight attendant [8].

Clearly, the focus is on air incidents and an emphasis is placed on reactions to control the disturbing behavior of unruly passengers. These measures include, for example: legal actions, fines, passenger restraining devices and efforts to protect the cockpit.

We need to think of proactive actions, carried out with the airplane on the ground, before boarding, which help preventing the passenger from becoming an aggressor. Avoiding Air Rage is a huge step towards making flights safer.

A. The different levels of air rage defined by the FAA.

Level 1: Disruptive behaviors which are mainly verbal in nature such as failure to follow crew instructions or violation of a safety regulation. Often these can be managed by crew through Communications Skills training. 87% of reported incidents (Association, Unruly Passengers, 2017)[1].

Level 2: Physically abusive or obscene behaviors, verbal threats of physical violence, tampering with emergency or safety equipment. These are difficult to manage in the confines of an aircraft. 12% of incidents   (Association, Unruly Passengers, 2017)[1].

Level 3: Life-threatening behavior or attempt to break cockpit door. 1% of incidents. (Association, Unruly Passengers, 2017)[1].

An IATA survey found that Unruly Passengers is one of the key concerns of cabin crew along with unexpected turbulence and inadvertent slide deployment.

III. CREW ON THE VERGE OF A NERVOUS BREAKDOWN

Passengers have complained that crew members sometimes increase the voltage on board provoking passengers with inopportune or ironic comments or removing those passengers before attempting to reconcile the situation. Union leaders also recognize that the degree of tolerance of airlines employees towards passengers has decreased due to the increased level of employee stress.

In an April 2017 incident involving American Airlines, an airline employee was captured on video daring a passenger to hit him. That tussle broke out during boarding on an American flight from San Francisco to Dallas Fort Worth International Airport. Preceding the yelling match, a male flight attendant allegedly forcibly took a woman's stroller, nearly hitting her and her baby, then challenged a passenger who tried to intervene to hit him. "Try it. Hit me. Bring it on… You don't know what the story is," the flight attendant says on the video.

Also in April 2017, a paying passenger on a United Express flight, Dr. David Dao, was forcibly removed by aviation security at Chicago O'Hare Airport after refusing to follow the airline management's demand to give up his seat. The incident, like many of the others, was captured on video and went viral online.

An American pilot was accused of assaulting an employee of the same company at Guarulhos Airport in Brazil on March 7, 2018, according to the Federal Police, the exalted pilot went to speak with the official, who accidentally stepped on his foot, according to witnesses. He would have replied, "Do not touch me" and she replied that she had not leaned against him. According to the victim and witnesses, the pilot pushed her and grabbed her by the neck.

These cases have drawn media attention by the fact that one of the functions of the crew is to reduce the stress but currently they are increasing the pressure on board.

What is behind these collapses? Travelers and airline employees - particularly flight attendants and pilots – are under tremendous load of emotional stress, which increases

every day. Working in aviation these days, especially on the front lines, is very exhausting.

The trigger factor could be external and internal stressors.

External Sources:

- Work conditions

- Environment (physical, chemical ...)

- Miscellaneous pressures

- Task performed

- Organization of work

- Work schedule

- Work shift

- Interpersonal relations ...

Internal Sources:

- Crew Member Health Status.

- Typical traits of personality.

- Breaking the biological routine.

- Ways to act and react.

- Depression, anxiety.

- Human Vulnerabilities (frustration, loneliness ...Ways to act and react.

What happens on the ground can affect what happens in the air, and vice versa. According to Headley (2010), representative of the Airline Quality Rating Report, airlines have not been managing the problem of Air Rage with effectiveness and certain employees sometimes might not be the right people for the job. Airlines require professionals with specific skills to deal with people taken by anger. Headley also says that these companies do not train their employees enough to operate on their respective jobs [7] .

One of the contributing factors pointed out in the 2016 Cabin Safety Coffee Notes was that new flight attendant generation is much less tolerant than the older one. It's important to develop a social-skill training that involves how to interact with people, problem solving and decision making (Association, Doc 10034, 2016) [1].

A. Smile! You're on camera!

Any single incident recorded on a Smartphone camera is shared a million times on YouTube, Facebook or Twitter creating a global multiplier effect and raising people's awareness of a problem. Airline staff worry that viral videos of confrontations will not show all facts and may be misleading to the public. Content sharing has its positive side, such as to defend social justice. However, posting things about another person on a public content-sharing can have devastating impacts because the person has the impression of being humiliated in front of a wide audience.

Huesmann (2017) observes that the increased general arousal stimulated by the media presentation may simply reach

such a peak that inhibition of inappropriate responses is diminished, and dominant learned responses are displayed in social problem solving, e.g., direct instrumental aggression[9].

The term "flaming" has been used to describe abrasive statements made in virtual social networks, resulting in damage to real social relationships. According to Bonetti, Campbell, Gilmore (2010) we spend more time communicating online and in the virtual environment people are protected by distance and, therefore can use more aggressive communication. However, people have been bringing this kind of more abrasive communication to face-to-face relationships and crew members must deal with this emotionally stressful situation every day [6].

III. CONTROLLERS ARE OUT OF CONTROL

Interactions between workload and psychophysiological stress symptoms were investigated in a population of 205 predominantly male Air Traffic Controllers (ATCs) from the Area Control Center (ACC) and the airport control tower (TWR) in Zurich and Geneva. This research showed elevated values in psychological stress symptoms to an extent indicating that they might have serious stress problems at work and/or in their private life.

Two important elements in human communication are verbal expression, or speech, and non-verbal expression, or body language. We believe it is the power of verbal persuasion that makes the speaker credible, but what most influences the credibility is body language. Vieira (2010) notes that "The best way to listen is through our eyes. And when visualization is not possible, as in the case of radio communication, the ear should play the role of the eyes"[16].

Intonation is a phenomenon that interests not only linguists, but all professionals working with communication, for whom the emphasis of an utterance is as important as its content.

There are a significant number of voice qualities that are universal in all human cultures, according to Karlsson (1990). Training goal of the hearing perceptive is to increase sensitivity and create greater awareness to detect the stress and anger and understand their impact on security of communication [11].

"Speech conveys more than the syntactic and semantic content of the sentence. It also has prosodic cues that are used by speakers and listeners to express and decode the spoken message" (Mozziconacc, 2002)[13].

The investigated working sessions showed that the ATCs' subjective ratings correspond clearly to their cortisol response and the objective workload. Thus, ATCs' complaints regarding excess work stress should be taken seriously. For the present article, we have used some examples of air rage between pilots and flight controllers obtained through the Aviation Safety Reporting System (ASRS)

Narrative 1: [...] I'm not sure what to advise, other than to train FLM's to be more cautious and deliberate when inputting sector messages. This is not the first time this FLM has

disregarded safety and the well-being of the operation in our area [9].

Narrative 1: [...]"This FLM's anger was also very distracting and uncomfortable, not a position I like to be put in when I am responsible for the safety of aircraft. Advisory Circular (ASRS, 2017) AC. No. 1426550. Date: 201702 [3].

Narrative 2: [...]I expressed my concerns to the tower chief a couple of years ago, but this guy has gotten worse. He has an attitude/anger problem that has no place in the safe operation of aircraft. I cannot possibly urge you strongly enough to remove this controller from SDF operations. I do not feel comfortable operating under his direction any longer. A final note: I can promise you I would not tolerate this guy yelling at me in person like he does while hiding behind his ATC microphone. I shouldn't have to put up with him in an airplane either. Advisory Circular (AC). No. 1286135.Date:201508 [4].

Narrative 3: [...] The Controller's refused to talk to us; he didn't clear us anywhere outright or provide instructions for when we were done deviating; and his attitude and tone were hostile and angry, seemingly without provocation. I don't know if this report has adequately conveyed the bizarre nature of what happened and recall the Controller's exact phrase for washing his hands of us, but it was clear in context that that's what he was doing. Advisory Circular (AC). No 1002216. Date: 201203 [5].

These narratives show a deficiency in the use of communication skills as a socializing tool. It is important that controllers be assertive communicators in conflict situations and who know how to use techniques to reverse a communication that could compromise flight safety.

V. PREVENTION

In a study conducted by Rhoden (2007), communication was pointed as the best way to prevent Air Rage situations. Before the passenger has a violent reaction, there are many opportunities to re-establish communication in a significant way [15] .

The comments of respondents suggested that training to contain aggressive passengers is limited to self-defense training and the use of the restraint system. The programs inform the cabin crew about the place of the restraint kit, instruct on the use of its contents (usually cuffs retention straps and plastic), including the amount of force to be applied and the risk of choking the passenger.

It is necessary that employees know how to differentiate when communication can improve or worsen situations. In Vieira observes, "The biggest anger trigger is inadequate communication. Therefore, you must provide aircrew with training involving communication skills, so that the control of the situation is maintained" [16]

Flight attendants, pilots, controllers, airport agents and other staff need to develop individual communication skills to help them calmly discuss problems with angry people and avoid arguments or shouting. Moore (2003) argues that to deal

effectively with conflicts, the intervener needs a conceptual road map or "conflict map" that details why a conflict is occurring, identifies barriers to the settlement, and indicates procedures to manage or resolve the conflict [12].

Although there is already a requirement for training in Corporate Resource Management (CRM) in airline companies, this training emphasizes teamwork, not individual competence. This problem can be solved as the individual recognizes their own strengths and limitations and strives to overcome their weaknesses and this ability to Manage Conflicts can be achieved through Conflict Risk Management Training. The ability to resolve conflicts is crucial to assessing and reducing the risk of violence within airports and aircraft without the need for physical intervention or the need to involve the law if necessary.

Social media and filming are facts of everyday life, so workers should be trained to deal with this situation without causing conflict. The training of Conflict Management should develop interpersonal communication and techniques that are essential for establishing and maintaining productive relationships necessary to successfully achieve the objectives of maintaining flight safety.

A. Basic format of Conflict Risk Management Training

Objective:

During the course, aviation staff will learn how to be aware of the conflict modes you may encounter, acquire skills to reduce conflict, develop appropriate skills for effective communication in conflict situations, and establish strategies for managing similar conflicts in the future. To develop skills for interpersonal communication, verbal, nonverbal as well as effective listening, adopting discursive styles that best benefit the productive relations necessary to Aviation Security, given the stressful nature of this relations, the rapid pace and the large amount of information that characterize the Aviation environment.

Course Content:

- Risk Assessment
- Self-Awareness
- Proactive Service Delivery
- Communication
- Signaling Non-Aggression
- Understand physical and emotional human responses during conflict
- Defusing & Calming
- High Risk Conflict
- Develop the ability to recognize the emotional tone of voice when speech comes from a stressed speaker
- Use voice correctly (volume, tone, pauses, clarity)
- Post Incident Considerations
- Action Plan

CONCLUSIONS

The present result of the programs to avoid Air Rage are pilots and crew inadequately trained in conflict resolution, who are unaware of a more effective language to persuade an uncooperative passenger to obey the safety instructions, or the recommended instructions to handle a drunk passenger. Communication quality can control or worsen conflict situations.

The aviation industry needs to recognize that effective communication improves social skills and helps calmly discuss problems with angry people and sidestep arguments or screaming matches.

Reducing communication mistakes by employees while interacting with passengers is a top priority to avoid air rage. Conflict Management is undeniably an indispensable skill to neutralize confrontational situations. Airlines employees, agreed that the inclusion of Conflict Risk Management Training is vital for the best management of aggressive passengers. Problem-solving and conflict handling skills ensure cost reduction and safer flights.

It is not wise for airlines to maintain crew members and employees, who deal with passengers directly and take care of safety, under stress.

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