

# **Three Steps to Promote Workforce Resiliency at an Airport**

## **1. Leadership ACTION**

**Stake-  
holder  
support:**

- Provide “Tools”
- Remove Obstacles
- Ensure Communication

## **2. Supporting WISE CHOICES**

**Aviation  
Resiliency  
Project:**

•”Tools” to take  
control of traveler  
pressures  
and ensure service

- Needs Assessment
- ”Resiliency Edge” training
- ”Super Support” Center

## **3. Foundation of Resiliency PRINCIPLES**

**Human Resiliency Institute  
At Fordham University**

- Health/Wellness Clearinghouse
- Family Support for Aviation Workers
- Promoting the Story of Aviation Courage/Resiliency