

After joining the Webinar talk titled “ Opportunities and Strategies in Crisis” by Captain Cyrano, I have learnt a lot of things like how to manage crisis, how to deliver bad news messages and so on. Captain Cyrano happens to be a pilot survivor of an aviation disaster. He has shared his experience about a sad incident that happened to him and his team which involved flight SQ006/SIA006 from Singapore Changi Airport to Los Angeles International Airport via Taiwan on 31st October 2000. The aircraft crashed into construction equipment on the runway, killing 81 of the 179 occupants aboard. The aftermath crisis has made him traumatized as he was blamed to be a murderer

This crisis has made Captain Cyrano to come back stronger. During his leave as a pilot, he explored and worked in many industries such as food industry, hospitality (hotel); worked as an aviation consultant and taught aviation education (still lecturing), networking and embracing new experiences. After ten years off, he became a pilot again with Airasia until today. By standing up strong back again, he has gained new knowledge by working and exploring in various industries. He also has shared stages of crisis management which consist of pre-crisis, crisis response and post-crisis. Crisis management is also important as it is essential to organization because it is a form of strategy on how to handle an unwanted incident from happening to an organization and ruin an organization's reputation. I have also learnt that family and people around us also play a huge role as our support system to help us come back stronger.