



October 24, 2022

Professional Standards

Your AFA-EAP Professional Standards Team is a decidedly better way to address problems with a flying partner rather than reporting it to management. When you go to management to report a flying partner, the consequences can be severe.

The Professional Standards component of AFA-EAP exists to assist Flight Attendants in any area that affects professional conduct. It is important for everyone to take responsibility for creating a cooperative, rewarding, and pleasant work environment. If conflict does occur, take the initiative to deal with it.

We encourage the resolution of the conflict by trying to discuss the specific behavior or area of contention and find an acceptable solution. We recommend that flying partners approach each other and speak about the problem in a calm, non-threatening manner out of the view of passengers. Sometimes it is better to wait until after work, off the airplane, when both have had some time to think more clearly about the matter.

Above all, keep it professional. If a discussion does not seem to be productive, please call your AFA EAP rep to discuss a Professional Standards matter. The AFA EAP is a voluntary and confidential service of your Union. We can help to work it out and avoid “writing up” flying partners, when both parties may then be subject to disciplinary action. Let’s keep each other safe.

We would love to believe that all of us can unconditionally support one another as we begin flying together. However, that would require you to disregard your own personal feelings and experiences about COVID and vaccinations which would be unfair and unhealthy for us to ask of you. What we do ask of you is to remember that we are safety professionals and flying partners. While we fly together, we ask that you not act out on any of your feelings to protect both safety and your jobs. If you find yourself struggling with being professional, please remember that AFA EAP offers a safe and confidential space for you to vent and regain your composure.

You’ll see members of our EAP team in the CRO/Lounge to offer support and resources and you can always find us at hawaiianafa.org/eap.

Stronger Together, Better Together,
Kawehi, Kahea, Milo, Nate and the entire EAP committee