



Continuing Professional Development Certificate

The Thomas Cook Story to 2019 – The inside view

Date

Thursday 28 January 2021

Time

4.00pm - 5.00pm

Speaker

Dame Deirdre Hutton, Formerly Chair (2009 - 2020) of Civil Aviation Authority (CAA)

In this IIL Aviation webinar, Dame Deirdre Hutton discussed the failure of Thomas Cook, how it was handled, what the main lessons were and how this was an exemplar of the challenges that can face regulators. She also illustrated how regulators work; how they can improve; what can be learnt; and what the role of leadership was in a crisis.

By the end of this webinar members would have gained an insight into:

- The failure of Thomas Cook and the lessons learned
- Leadership and resilience in a crisis
- The future of aviation



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