



TRAINING COURSE DETAILS

Crew Resource Management (CRM) Initial Training – 3 Days

INTRODUCTION

Within the Flight Crew, Cabin Crew and Dispatcher Training Environment we have a regulatory and organizational obligation to share processes and procedures in the most effective way.

CRM training should reflect the culture of the operator as well as the type of flight operation. It should be conducted by means of classroom training and practical exercises including group discussions, accident and serious incident reviews to analyse communication problems, and instances or examples of a lack of information or crew management.

It is recommended that, whenever possible, initial CRM training be conducted in a group session away from the pressure of the usual working environment so that the opportunity is provided for flight crew members to interact and communication in an environment conducive to learning.

The course is highly participative and stimulates involvement and provides for powerful motivation. It introduces the delegate to flight operational skills and provides the confidence which can be developed to improve the safety of the flight operations within your organizations.

Extensive use is made of group exercises, case studies and feedback.

All of the following elements will be considered during the training:

- Crew resource management principles,
- Information processing, Perception
- Attention,
- Vigilance and monitoring,
- Workload, Situational Awareness,
- Decision Making,
- Stress in Aviation,
- Sleep and fatigue,
- Cultural differences
- Communication,
- Team working and leadership,
- Threat and error management.

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Detailed Content / Topics - The following Subjects will be addressed

- General Introduction
- Human Factors
- Standard Operating Procedures
- Stress and Fatigue
- Situation Awareness
- Decision Making
- Communications
- Leadership
- Case Studies

Target groups

This course will be of very significant benefit to new hire flight crew, Cabin Crew and Dispatch members who need to have the necessary competence to be an effective operations team member in an airline environment.

Pre-requisites

A background in an aviation flight operations environment.

Learning Outcomes

On completion of this course, the candidate should be able to:

- Explain leadership, teamwork, situational awareness and their effect on crew performance;
- Specify and recognize the problems involved in decision making;
- Discuss communication styles and techniques; and
- Explain the factors affecting stress and their effect on individual performance.

Duration

3 days - Each day will commence at 09.00 and finish at 17.00, with appropriate refreshment breaks.

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