

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.

Why Should I choose SAS for the training?

Sofema Aviation Services is a Regulatory Training and Consulting company with 45 years of commercial aviation experience and 10 years operational experience. Since the start we have provided certificates to approx 20,000 delegates and we have grown for 2 primary reasons!

The first is that we are professional and we listen to our customers.

The second reason is a combination of outstanding course fees, together with a world beating discount program which leaves our competitors way behind – please do not take our word for it, [check it out!](#)

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www.sassofia.com

Date

Category

Personal Development

Venue

Level

Price

What Makes (Crew Resource Management (CRM) Initial Training – 3 Days different?

Because our courses are written by people who have lived through the regulations. The author of the training material has more than 25 years' experience as an auditor across the entire regulatory spectrum.

At Sofema Aviation Services our focus is on accepting that compliance with Regulations is in fact minimum compliance. Interpreting the regulations in a way which enables the development and optimisation of our business is where we should see opportunity to drive efficiencies and cost saving.

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.

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Pre-Requisites?

A background in an aviation flight operations environment.

Learning Objectives

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

2 Days – To commence at 09.00 and finish at 17.00, with appropriate refreshment breaks.

Sofema Aviation Services offers a flexible approach to developing all in-company training courses which are specific to the client's needs. If you would like additional information concerning how course content may be configured to be more appropriate for your organisation please email office@sassofia.com

To register for this training, please email office@sassofia.com or Call +359 28210806



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