



# CREW RESOURCE MANAGEMENT

## TAG Ground Courses

Initial Training includes Introduction and all three modules. Recurrent Training includes Introduction and the relevant module for the year.

<b>COURSE DURATION FOR INITIAL TRAINING</b>	1 day
<b>COURSE DURATION FOR RECURRENT TRAINING</b>	0.5 day

## SYLLABUS

### Introduction

- Human Factors in Aviation
- General Instructions on CRM Principles and Objectives
- Human Performance and Limitations
- Threat and Error Management

### Module 1

- Case Studies
- Human Error and Reliability
- Identification/Management of Pax HF, Crowd Control, Pax Stress
- Stress and Stress Management
- Workload Management
- Operators safety culture and Company Culture and SOPs
- Organisational Factors, factors linked to the type of operations
- Participation in Cabin Safety Incident/Accident Reporting
- Fatigue and Vigilance
- Medical Factors



## **Module 2**

- Effective Communication & Co-ordination between all crew members including the flight crew as well as inexperienced cabin crew members
- Effective communication and coordination inside & outside the flight crew compartment
- Effective communication and coordination with other operational personnel and ground services
- Case Study
- Leadership, Cooperation, Delegation & Synergy
- Individual & Team responsibilities
- Personality Awareness
- Self-Assessment and Self critique
- Conflict Management
- Cultural Differences
- Decision Making & Actions
- Attitudes and Behaviours
- Assertiveness

## **Module 3**

- Individual and Shared Information Acquisition and Processing
- Individual and Shared Situation Awareness
- Resilience development
- Surprise and Startle Effect
- Case studies
- Automation and Philosophy of the use of Automation
- Monitoring and Intervention

**Throughout all modules there are in-depth analysis of case studies.**

\*Note: To meet operator requirements for Safety Culture and Company Culture and SOPs as per Table 1 ORO.FC.115 the operator must address in depth any organisational procedures specific for their type of operation.