



# CRM TRAINER REFRESHER

## 2 DAYS - ONLINE

### GET COMPLIANT - WITH EXTRA TRAINING MATERIAL INCLUDED

Thank you for acquiring the syllabus and programme for Huminact's 2-day CRM trainer refresher course (CRMI/CRMT). This training course supersedes the minimum EASA requirement for a CRM trainer refresher course of six hours active training. It is conducted as a live, instructor-led training course via Zoom. The course equally meets the requirements of CAA, FAA, ICAO, CASA and other major regulatory bodies worldwide and is therefore suited for participants worldwide.

#### COURSE TIMINGS

**From 09:00 - 17:00 (CET) - both days**

Are you in a different time zone? Please contact for options of conducting this course in a different time-zone.

#### PRE-STUDY

Please note that in addition to the 16 hour training course we ask you to take the time to fill in a pre-study with questions and a few tasks to complete prior to joining the course. The pre-study will be sent to you prior to the course and takes approximately 1 hour to complete.

#### COURSE SYLLABUS

### THE FOLLOWING TOPICS ARE COVERED/TOUCHED UPON

- Human Factors in aviation
- General instructions on CRM principles and objectives
- Human performance and limitations
- Human error and reliability
- Stress and stress management
- Attitudes and behaviors
- Situational awareness
- Surprise and startle effect
- Resilience and mental flexibility
- Operators safety culture and company culture (including cultural differences)
- Leadership, cooperation, synergy, delegation, decision making, actions
- Case studies
- Decision making
- Workload management

#### ABOUT US

We guarantee that our trainees find the contents meaningful and can relate these to their immediate work and everyday life - regardless of industry. We provide human factors training designed to make an impact.

#### OUR SERVICES

For more than 10 years we have welcomed participants from various industries on our human factors courses. All our courses are compliant with requirements of EASA, ICAO, CAA, FAA and CASA but suitable for all industries.





Copenhagen city centre



# COURSE

## PROGRAMME DAY 1

### LESSON 1 (one hour)

- Information acquisition and processing
- Memory systems - filters
- Multitasking
- Group activity
- How to effectively manage tasks and adjust them in the team

**Other topics covered:** Human error and reliability; Human performance and limitations

### LESSON 2 (one hour)

- Decision making
- The benefits of a structured approach
- Various DM models - what do they have in common?
- Case study
- How to adjust communication in the decision making process

### LESSON 3 (one hour)

- Attitudes and behaviors and the differences
- Behaviour line
- Assertiveness
- Confirmation bias
- 2 small case studies
- The role of body language in communication

**Other topics covered:** Effective communication and coordination with other operational personnel and ground services

### LESSON 4 (one hour)

- Workload management
- Multitasking and stress
- Group activity relating to stress and workload management
- 2 small case studies
- Two lines: risk vs inconvenience and human reactions
- How to keep level headed in stressful situations

**Other topics covered:** Stress and stress management;

### LESSON 5 (one hour)

- SOPs
- The benefits of following SOPs
- The risks and shortfalls of NOT following SOPs
- Statistics: SOPs and accidents
- Group exercise which proves the point

**Other topics covered:** Effective communication; Time management

### LESSON 5 (one hour)

- Automation, monitoring and intervention
- Open vs closed questions
- Effectively challenging feed mindsets in an assertive manner
- Case study
- Group work
- Intervention techniques and models

**Other topics covered:** Shared situational awareness; Assertiveness

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# COURSE

## PROGRAMME DAY 2

### LESSON 1 (one hour)

- Human Factors and CRM
- CRM history and developments
- Human factors in aviation
- Latest safety indicators from IATA
- What has made aviation so safe?
- Attitudes, skills and knowledge
- How do we create effective learning?

*Other topics covered: General instructions or CRM principles and objectives.*

### LESSON 2 (one hour)

- Your role as a CRM/Human Factors trainer
- How humans learn best
- Dealing with difficult students/situations
- Importance of a neutral approach
- Facilitation and facilitation tools
- The power of the pen
- Questions and questioning techniques
- Studies related to effective learning
- Learning and the human brain

### LESSON 3 (one hour)

- Stress and stress management
- Acute vs. long-term stress
- Stress - self-assessment
- Long-term stress and the effect on the brain and health
- How to combat stress
- Studies related to effective stress management
- The proven effect of meditation on stress

### LESSON 4 (one hour)

- Operator's safety culture and company culture
- Five statements to answer individually
- James Reason - Pillars of Safety Culture
- Authority gradients
- Cultural differences
- Power Distance and a study on pilot PDI
- The "Øresundsbridge" - a study on cultures and SOP adherence

*Other topics covered: Effective communication; Attitudes and behaviors; Leadership styles*

### LESSON 5 (one hour)

- Startle and surprise
- What is a startle?
- Case study
- Autonomic nervous system
- How do we train for startle?
- Resilience and mental flexibility
- What is resilience?
- A real-life example of startle
- A study related to startle and surprise

*Other topics covered: Human performance and limitations; Situational awareness (shared); Human error and reliability*

### LESSON 6 (one hour)

- Teamwork and synergy
- Synergy and Groupthink
- Case study
- Synergy - group activity
- Crowd wisdom
- To new terms: opinion leaders and social influence
- The effect of praise in learning
- Summary of key learning elements
- Story telling

*Other topics covered: Leadership, cooperation, synergy, delegation, decision making, actions*

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