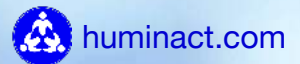




COMMAND UPGRADE CRM



Thank you for acquiring the syllabus and course programme for Huminact's 1-day Command Upgrade CRM course. This training course is fully EASA compliant. It is conducted over 8 hours (including breaks) and can be delivered on site or as a live, instructor-led training course via Zoom. It equally meets the requirements of CAA, FAA, ICAO, CASA and other major regulatory bodies and is therefore suited for participants worldwide. The course is highly interactive and we place focus on providing our simple, effective tools that can help the new Commander better deal with various circumstances in a calming and assertive manner.

COURSE TIMINGS

From 09:00 - 17:00 (CET)

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 8-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 approximately 5 days prior to the course and takes approximately 30 minutes to complete.

COURSE SYLLABUS

- Human factors in aviation and CRM principles and objectives
- Human performance and limitations and threat and error management
- Information acquisition and processing (shared)
- Attitudes and behaviors; Personality awareness
- Leadership, assertiveness and self-assessment
- Stress and stress management; Workload management
- Startle and surprise; Resilience and mental flexibility
- Safety culture; Cultural differences; Standard operating procedures
- Fatigue and vigilance
- Effective communication and coordination inside and outside the flight crew compartment
- Situational awareness (shared); Decision making
- Automation, monitoring and intervention
- Case studies

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.

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COURSE PROGRAMME

LESSON 1 (one hour)

- Welcome and introduction
- Course programme and what to expect
- Human factors in aviation
- Latest safety indicators (ICAO)
- Three competency areas
- Triune brain
- Attitudes and behaviors
- Challenges on the role of a new Commander

LESSON 2 (one hour)

- Personality styles (which is yours?)
- Leadership: task vs people orientation
- Self-assessment and self-critique
- Authority gradients
- Safety culture
- Cultural differences
- Studies related to cultural differences and safety in aviation
- The true value of SOPs

LESSON 3 (one hour)

- Situational awareness
- Resilience and mental flexibility
- Case study
- Effective crew interaction and communication
- Report from a First Officer
- Rate the questions (group work)
- Team synergy

LESSON 4 (one hour)

- Automation
- Threat and error management
- Monitoring and intervention
- Intervention case studies
- Mental models and the Captain's responsibilities
- Intervention tools
- Summary of key learning points
- Questions, course dispersal and certification

LESSON 5 (one hour)

- Assertiveness
- Case study
- Role plays
- Decision making
- Situational awareness
- Leadership
- Corporation and synergy
- 3-step structure: a tool for dealing effectively and assertively with conflict

LESSON 6 (one hour)

- Fatigue and vigilance
- Circadian rhythms
- Fatigue statistics and attitudes to fatigue
- Startle and surprise
- Stress and stress management
- Workload management
- Summary and Commander #Toolbox

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Let's create synergy