

CREW RESOURCE MANAGEMENT (CRM) INITIAL GROUND TRAINING

OBJECTIVE

The purpose of the CRM Course is to enhance the communication and management skills of flight crewmembers. The emphasis is placed on the non-technical aspects of flight crew performance.

COURSE CONTENTS

1. Introduction
2. Workshop Theory and Analysis
3. Situational Awareness
4. Communication
5. Command and Leadership
6. Decision Making
7. Teamwork
8. Stress