

HUMAN FACTORS IN AVIATION

COURSE OBJECTIVES

To let participants to be familiar with the job environment they work in and the factors effect and to encourage them to expose their experiences and situations and ,the end of the course, to evaluate the atmosphere of their own.

WHO SHOULD ATTEND

All Ground handling staff (mainly Front line personnel at the station) .

DURATION

3 DAYS

COURSE CONTENTS

- Introduction to Human Factors
- Motivation and attitude
- Stress Management
- Communication Skills
- Ergonomics
- The effects of drugs and alcohol
- Fatigue
- Time pressures
- Leadership
- Peer/management pressure
- Situational Awareness
- Teamwork
- Human Behavior /Error