

CRM

(CREW RESOURCE MANAGEMENT)

PILOT SPECIALTY COURSE SERIES

SUMMARY

An introduction to Crew Resource Management (CRM), its history and the evolution of CRM training programs. Includes the basic components of Human Factors such as: human error, component structure, decision process, and physiological and psychological factors.



TARGET POPULATION

Employees involved in the daily safe operations of aircraft

Great for Flight Crew, Cabin Crew, Schedulers & Dispatchers.



REGULATORY COMPLIANCE*

- ICAO / EASA / FAA / Transport Canada
- Maintains compliance with IOSA standards



DELIVERY MODE

100% online, self-guided



COURSE LENGTH

1 hour

EMBRY-RIDDLE
Aeronautical University™
WORLDWIDE

OFFICE OF PROFESSIONAL EDUCATION

LESSON 1: Evolution and History of CRM

- Concepts
- CRM history - overview
- CRM limitation
- Threat and error management

LESSON 2: Human Factors

- Human error
- Reasons model
- SHELL model
- Decision process
- Industry demand
- Human capacity
- Fatigue
- Physical/mental/emotional symptoms
- Impairment levels
- Health/stress

LESSON 3: Crew Resource Management

- Goals
- Objectives
- Error management
- Error acceptance
- Threat and error management
- Operational tools
- Overt threats
- Latent threats
- Threat-error-response
- CRM skills
- Leadership
- Decision making
- Communication
- Team building
- CRM examples: USAir 1549, Comair 5191

LESSON 3: Johari Window (Optional)

- Johari Window
- Areas of information
- Region and cultural dynamics
- Power gradient

*** REGULATORY COMPLIANCE:** This course provides the core elements of the CRM training ground school component outlined in the ICAO Human Factors Training Manual, Doc 9683, CAP 720 and FAA 120-51E. For more complete coverage of the curriculum, the CRM course includes the lesson on the Johari Window and should be used along with the Advanced Leadership course.

Operator remains responsible for obtaining approval from the regulatory authority.