

Syllabus

CRM Initial / Recurrent Multi Pilot Operation

(CRM-I/R MP-OPS)

Revision (Date)	01 (31.01.2016)	
Content of Training		
	Initial	Recurrent Part
CRM introduction & overview - Requirements AIR OPS Part ORO - Initial (CRM-I), Recurrent (CRM-R), Operator Change (CRM-OC), Command (CRM-C) - Definition and objective of CRM training - Case studies (incident/accident review)	Day 1	
CRM overview - Requirements (AIR OPS Part ORO) - Operator recurrent program		1 2 3
Human error and reliability - Error prevention and detection - Error chain - Hazardous attitudes - Case studies (incident/accident review)	Day 1	3
Information acquisition and processing - Case studies (incident/accident review)	Day 1	1
Situational awareness (SA) - Preparation of tasks (flight phase related) - CFIT prevention program - Case studies (incident/accident review)	Day 1	1
Workload management - Time management - Delegation of tasks - Case studies (incident/accident review)	Day 1	1
Leadership and team behavior (synergy) - Command and team ability - Conflict management - Case studies (incident/accident review)	Day 1	3
Communication and coordination inside and outside the cockpit - Communication atmosphere - Transfer and management of information - Case studies (incident/accident review)	Day 2	3
Decision making - Time analysis - Decision making method and structure (FORDEC) - Case studies (incident/accident review)	Day 2	2
Stress - Physical and psychological factors and influences - Stress management / time management - Capacity model - Case studies (incident/accident review)	Day 2	2
Operator safety culture - Standard operating procedures (SOP's) - Checklist philosophy - Automation and philosophy of the use of automation - Safety philosophy and organizational factors - Specific aircraft type-related issues - REASON model - Case studies (incident/accident review)	Day 2	1 2 3