



Crew Resource Management (CRM) Initial (2 days)

The initial course covers all three of the CAA accredited modules, covering an extremely wide variety of topics to develop knowledge, skill, attitude, communication, problem solving, decision making and team work.

Crew Resource Management (CRM) Recurrent (Module 2 - 1 Day)

The recurrent course covers each module tri-yearly on a rotational basis to ensure crews are fully updated on all areas of CRM.

CRM Syllabus

TAG Global Training provides a tri-yearly modular format to cover all the relevant CRM modules. All CRM training is EU-Ops approved and follows all the relevant guidelines. The syllabus is divided into three modules.

Module one

- Introduction into CRM
- Communication and Co-ordination
- Barriers to effective communication
- Company safety culture and SOPs
- Organisational factors Group
- Error chain
- Error prevention and detection
- Decision making
- D.O.D.A.R.
- Success of CRM
- Human error and reliability
- Decision making
- Relevant case studies



Module two

- Information Processing
- Optical illusions
- Attention
- Physiological effects
- Stress and stress management
- Fatigue and vigilance
- Stress and stress management
- Information acquisition and situation awareness
- Workload management
- Aero medical
- Information acquisition and situation awareness
- CFIT (controlled flight into terrain)
- Relevant case studies

Module three

- Leadership and team behaviour
- Teamwork / Synergy
- Personality types and awareness
- Confrontation and Conflict resolution
- Cultural differences
- Automation and philosophy of the use of automation
- Specific type related differences
- Behavioural markers / NOTECHS
- Relevant case studies

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