



## TAG ACADEMY – CREW RESOURCE MANAGEMENT

*This course is part of the Initial Cabin Crew Course, which allows participants to complete all the necessary subjects required to be a fully initial Cabin Crew Member. The course meets all requirements of the EASA Implementing Rules for the safety training of Cabin Crew.*

### SYLLABUS

- General principles - in depth
- Human Factors in Aviation
- General Instructions on CRM principles and Objectives
- Human Performance and Limitations
- Personality Awareness
- Human Error and Reliability
- Attitudes and Behaviours
- Self Assessment
- Stress and Stress Management
- Fatigue and Vigilance
- Assertiveness
- Situation Awareness
- Information Acquisition and Processing