



Crisis Resource Management



To address the increasing relevance of human factors in accident prevention, NASA sponsored a workshop initially called Cockpit Resource Management in 1979. Interestingly, the first trainings were developed based on management development interventions from the private sector. Since then the scope of the training was increased to the entire aircraft crew and after a set of adjustments Crew Resource Management has become a de-facto standard in the aviation industry.

Crew Resource Management is to the best of our knowledge the only industry wide standard on how to address and utilize human factors in teams. One could even say that the aviation industry copied with pride from the business sector and developed it to the next level. But this is not all. Recently, Crew Resource Management has started to gain traction outside the aviation industry as well. Mostly organizations in high-risk environments such as oil and gas, nuclear power, and the manufacturing sector have started to adapt Crew Resource Management in their domain or known as Crisis Resource Management.

Taking all this into consideration, manufacturers can learn from Crisis Resource Management (CRM) where they face some of the challenges the aviation industry has already gone through. As with many other organizational interventions in complex socio-technical systems, there is no 100% concluding evidence that CRM lives up to its promise. However, there is considerable evidence that supports the claim that CRM has a positive impact on safety and team performance.

Broadly speaking, CRM addresses the human factors of individuals and teams need to consider in order to perform well in a complex and dynamic environment best characterized by volatility, uncertainty, complexity and ambiguity (VUCA). This focus on "soft skills" is also reflected in the term non-technical skills (NOTECHS) which is sometimes used as synonym for CRM.

The central objective of this training program is to improve teamwork, communication, and stress management skills as well as to increase the workers' situational awareness of potential errors that can occur during the manufacturing process.



OBJECTIVES

This programme aims to provide you with:

- Applying the non-technical skills into daily work
- Understanding working knowledge of Human Errors
- Exposure to individual non-technical skills (CRM):
 - Communication
 - Decision making
 - Team working & leadership
 - Stress and fatigue management
 - Situational awareness



METHODOLOGY

This stimulating programme will maximize the understanding and learning through interactives lectures, practical exercises, discussion, and Q & A session



WHO SHOULD ATTEND

- Senior Management
- Head of Department
- Supervisors
- Engineers
- Technicians
- Line Leaders
- Operators
- Executives

PROGRAMME OUTLINE

Module 1: Human Factors

- Understanding working knowledge of Human Factors

Module 2: Non-Technical Skills

- Framework

Module 3: Principles of CRM and its Application - Communication

- Encoding/ Decoding

Module 4: Principles of CRM and its Application - Decision Making

- Components
- Types of decision making

Module 5: Principles of CRM and its Application - Teamwork

- Framework

Module 6: Principles of CRM and its Application - Stress and Fatigue Management

- Yerkes-Dodson Law

Module 7: Situational Awareness

- Perception, Comprehension and Projection
- Debrief

REGISTRATION FORM | Crisis Resource Management

Please tick the appropriate checkboxes.

PARTICIPANTS' DETAILS

Participant 1: Full name as per I/C (Dato' / Datin / Dr / Mr / Mrs / Ms):

Email Address:

Designation:

Participant 2: Full name as per I/C (Dato' / Datin / Dr / Mr / Mrs / Ms):

Email Address:

Designation:

ORGANISATION'S DETAILS

Company Registered Name

Contact Person

Email

Address

Tel

Fax

TAX INVOICE to be issued under:

☐ Company

☐ Individual

Signature & Company Stamp

PAYMENT DETAILS

Payment by Cheque

Bank & Cheque No.

Amount RM

Payment by Bank Transfer

Transaction Ref - 1

Amount RM

Transaction Ref - 2

TERMS & CONDITION

WEBINAR FEE

- Fee is payable to KOSUMY ETA SDN. BHD. (f.k.a ETA TRAINING & DEVELOPMENT SDN. BHD.)
- For selected webinars, the fee includes e-materials.
- Individual Registration: Full payment shall be made at the point of online registration.
- Corporate Registration: Full payment shall be made within thirty (30) days from the date of the Proforma Invoice or 1 day before the webinar, whichever earlier.

ACCESS LINK

- The Access Link will be emailed at least 24-hours before the commencement of webinar.
- The Access Link is unique and should not be forwarded/shared with others.

CANCELLATION

Should the participant decide to cancel his/her enrolment, a cancellation policy shall be applied as follows:

- Written cancellation received less than seven (7) days from the date of the webinar, an administrative charge of 20% of the registration fee will be imposed. Unpaid registration will also be liable for 20% administrative charge.
- Written cancellation received on the day of the webinar or failed to join the webinar, no refund will be made. Unpaid registration will also be liable for full payment of the registration fee.

FACILITATOR

Arjo Bhaumik

MAvMgt, AVSEC

Arjo is an experienced in Hotel Management before joining Pan American Airways as cabin crew and got experience of working in a multinational cultural environment. He moved on to join world leading Emirates Airlines in DUBAI (UEA) which was renowned for the world class service and safety standards where he rose to Cabin Manager and a Training Specialist. In his tenure at Emirates, he capitalized of over 30 years of experience of being a Manager on-board, where he analyzed, mentored and performed performance appraisals based on human performance on-board flights. During this phase he realized his passion for training and he felt the need to educate himself to further his passion, so he did his Masters in Aviation Management (Australia) specializing in Human Factors and Diploma in Aviation Security (Australia), Train-the-Trainer, and other credentials along the line. Arjo brings experience and qualifications in the learning environment and has been involved in designing and developing programs related to performance-based development for optimum results in over 3 decades.

TRAINING PROGRAMME

08:45 - 09:00	Logging In
09:00 - 13:00	Period 1
13:00 - 14:00	Lunch Break
14:00 - 17:00	Period 2

Duration: 2 days

DETAILS & REGISTRATION

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