



CRM LINE TRAINING CAPTAIN PROGRAMME

COURSE INCLUSIVES

Interactive training

Practical training in pre-flight briefings and debriefings via role-plays, interactive exercises, and video clips.

Teaching and learning manual

Brand-new, comprehensive and innovative contents in the industry.

Link to Dropbox to download digitally

Access all the materials online for your convenience.

EASA, FAA and ICAO compliant certification

Training facility in the heart of Copenhagen

Our central location ensures easy access to/from Copenhagen Airport and to explore everything our beautiful capital offers.

Numerous group exercises designed by NaviMinds

Non-inclusive exercises can be purchased at a discounted fee as a delegate on a NaviMinds course.

Lunch and refreshments

We ensure you can indulge in a delicious lunch, freshly brewed teas and coffee, fresh fruit, chocolate and other delicacies throughout course days.

1 DAY PROGRAMME

LESSON 1

Welcome and introduction; The trainer's role and responsibilities; Pre-conceptions - assessments of trainees

LESSON 2

Learning styles and obstacles to learning; How we learn; Training techniques

LESSON 3

Communication; Questioning techniques; Situational awareness (Mood meter); Briefing techniques; Role plays - pre-flight briefings

LESSON 4

Non-technical skills (CRM skills - Human factors); How to diagnose and assess (group work); Getting down to root causes

LESSON 5

Behaviours and attitudes; (Human factors and human performance and limitations); Evaluation - based on what?; Feedback and debriefing techniques

LESSON 6

Role plays (video clips)

LESSON 7

Summary and feedback of the course