



# CRMT 3-DAY REFRESHER COURSE

## COURSE INCLUSIVES

### CRM trainer manual (edition 2)

Brand-new, comprehensive and innovative contents in the industry. 380 pages and 14 chapters full of exercises and eye-opening contents.

### Complete lesson plans and student handouts

Ready to print and easy to use.

### Link to Dropbox to download digitally

Manual, handouts and PowerPoints.

## EASA, FAA and ICAO compliant certification

### Numerous group exercises designed by NaviMinds

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

### Training facility in the heart of Copenhagen

Our training facility is conveniently situated in the heart of Copenhagen. Our central location ensures easy access to/from Copenhagen Airport and to explore everything our beautiful capital offers.

### 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.

## 3 DAY PROGRAMME

### DAY 1

Welcome and introduction; Our philosophies and experiential learning; CRM principles and Human Factors in Aviation; Case studies; Attitudes and behaviours; Leadership, delegation, synergy; Facilitator responses and questioning techniques; Communication and coordination between all team members; Surprise and startle.

### DAY 2

"Mayday" an interactive group exercise; Automation, monitoring & intervention; Case study, role plays; Situational awareness and stress management; Resilience development and mental flexibility; Fatigue and vigilance; How to properly debrief a group exercise.

### DAY 3

Delegate final presentations and feedback; Passenger human factors and passenger stress; conflict management and medical factors. Reporting; Threat and Error Management; Information acquisition and processing; Workload management: FRAMEWORK Group Exercise; Standard operating procedures; Cultural differences; Role Plays; Certification & course dispersal.

**Please be aware that we reserve the right to change the programme**



# CRMT 1-DAY REFRESHER COURSE

## COURSE INCLUSIVES

### 6 hours of interactive training

Our 1-day CRMT Refresher is conducted online on a live webinar. The training and course content meets the minimum EASA requirements for CRMT refresher training

### 4 complete lesson plans and student handouts

Ready to print and easy to use. We include Plug'n'play lesson plans for four selected lessons; Student handouts, and Powerpoint presentation

### Link to Dropbox to download digitally

Access all the materials online for your convenience.

**EASA, FAA and ICAO** compliant certification

### Numerous group exercises designed by NaviMinds

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

## 1 DAY PROGRAMME

### LESSON 1

Welcome and introduction; Introduction to NaviMinds and our training material; The "art" of facilitation - a reminder of trainer "tips and tricks"

### LESSON 2

Human factors in aviation; General instructions on CRM principles and objectives; Crowd control; Medical factors; Case study

### LESSON 3

Leadership, synergy, delegation Mirror neurons

### LESSON 4

Automation, monitoring and intervention; Effective communication; Case study

### LESSON 5

Resilience development and mental flexibility; Personality awareness and self-assessment

### LESSON 6

Summary of essential Certification and course dispersal