# Advanced Crew Resource Management for Aviation Safety Training Course



15 - 19 Nov 2026

Amman

3800 € (Per Person)

Ref: #AVI9127_217190

## Course Introduction / Overview:

This course provides a comprehensive exploration of Crew Resource Management (CRM), a critical component of modern aviation safety. Moving beyond basic principles, this program delves into the advanced application of human factors to optimize teamwork, communication, and decision-making in high-stakes flight and cabin environments. As pioneered by researchers like Dr. Robert Helmreich, who fundamentally shaped our understanding of human performance in aviation, CRM is about managing human error to enhance safety and efficiency. This training course integrates the core tenets of CRM with the practical framework of Threat and Error Management (TEM), equipping participants with proactive strategies to identify threats, trap errors, and manage undesired states. At BIG BEN Training Center, we have designed a curriculum that addresses the complex interplay between technical proficiency and non-technical skills, drawing insights from foundational texts and real-world case studies. Participants will engage with concepts that bridge the gap between theory and operational reality, ensuring they can apply these life-saving skills effectively in both normal and emergency situations, ultimately fostering a robust safety culture within their teams and organizations.

## Target Audience / This training course is suitable for:

- Pilots and First Officers.
- Cabin Crew Members and Flight Attendants.
- Flight Engineers.
- Flight Operations Managers.
- Aviation Safety Officers.
- Airline Training Captains and Instructors.
- Air Traffic Controllers.
- Flight Dispatchers.
- Corporate and Private Aviation Flight Crews.

## Target Sectors and Industries:

- Commercial and Passenger Airlines.
- Cargo and Freight Air Carriers.
- Corporate and Business Aviation.
- Charter Flight Operators.
- Air Ambulance and Medical Evacuation Services.
- Flight Training Organizations and Academies.
- Governmental, Military, and Law Enforcement Aviation Units.
- Civil Aviation Authorities and Regulatory Bodies.

## Target Organizations Departments:

- Flight Operations.
- In-Flight Services and Cabin Crew Management.
- Safety and Compliance Departments.
- Aviation Training and Development.
- Human Resources.
- Quality Assurance.
- Operations Control Centers.

## Course Offerings:

By the end of this course, the participants will have able to:

- Master the core principles of Crew Resource Management and human factors.
- Apply effective communication, assertiveness, and advocacy techniques within the crew.
- Enhance situational awareness and utilize structured decision-making models under pressure.
- Implement the Threat and Error Management (TEM) framework to proactively manage risks.
- Improve teamwork, leadership, and followership skills in a multi-crew environment.
- Manage stress, fatigue, and workload to optimize performance and safety.
- Analyze aviation incidents and accidents from a CRM perspective to learn critical lessons.
- Integrate CRM skills seamlessly with technical flight and cabin procedures.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, immersive, and practical, ensuring that participants can translate theoretical knowledge into operational competence. We employ a blended learning approach that combines expert-led presentations with dynamic, hands-on activities. A significant portion of the course is dedicated to the analysis of real-world aviation case studies, allowing participants to deconstruct incidents and understand the critical role of CRM in their outcomes. Group discussions, role-playing scenarios, and simulation-based exercises provide a safe environment for participants to practice and refine their communication, decision-making, and teamwork skills. Our experienced instructors facilitate these sessions, offering personalized feedback and coaching to foster individual growth. The program emphasizes collaborative problem-solving, encouraging flight and cabin crew participants to share perspectives and develop a unified approach to safety. This participant-centered methodology ensures maximum engagement and retention, empowering attendees to return to their roles with confidence and a heightened commitment to safety culture.

## Course Agenda (Course Units):

### Unit One: Foundations of CRM and Human Factors

- The history and evolution of Crew Resource Management generations.
- Understanding human performance and limitations in aviation.
- The 'Dirty Dozen' precursors to human error.
- Integrating CRM with Safety Management Systems (SMS).
- The role of organizational and professional culture in safety.
- International regulatory requirements for CRM training.
- Developing personal strategies for error management.

## Unit Two: Communication and Teamwork Dynamics

- Advanced communication strategies and overcoming barriers.
- Techniques for assertiveness, advocacy, and inquiry.
- Building effective crew coordination and cooperation.
- Conflict resolution and negotiation in the cockpit and cabin.
- Exploring leadership, followership, and team synergy.
- Mastering briefing and debriefing for continuous improvement.
- Managing cross-cultural dynamics in a diverse crew environment.

## Unit Three: Situational Awareness and Decision Making

- The three levels of situational awareness and how to maintain them.
- Information processing, perception, and attention management.
- Recognizing and recovering from the loss of situational awareness.
- Applying structured decision-making models like DODAR and FOR-DEC.
- Judgment, risk assessment, and contingency management.
- Understanding and mitigating cognitive biases in decision-making.
- Problem-solving techniques for normal and abnormal situations.

## Unit Four: Threat and Error Management (TEM) in Practice

- A deep dive into the Threat and Error Management (TEM) framework.
- Identifying and managing external and internal operational threats.
- Techniques for error detection, trapping, and mitigation.
- Managing undesired aircraft or operational states.
- Effective workload management and prioritization strategies.
- Understanding and managing the impacts of stress and fatigue.
- Building individual and team resilience as a safety defense.

### Unit Five: Advanced CRM Applications and Future Challenges

- Integrating CRM principles with technical standard operating procedures.
- In-depth analysis of major aviation accidents through a CRM lens.
- Single-Pilot Resource Management (SRM) concepts.
- CRM considerations for automation and the modern flight deck.
- Enhancing joint operations between flight deck, cabin, and ground crews.
- Future trends and emerging challenges in human factors.
- Creating a personal action plan for ongoing CRM skill development.

## FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

How can CRM principles be adapted to manage the increasing complexity of human-automation interaction in next-generation cockpits?

## What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond standard CRM theory to focus on the practical, integrated application of non-technical skills in a realistic operational context. Unlike programs that segregate flight and cabin crew training, our curriculum is built on a philosophy of joint operations, fostering mutual understanding and seamless collaboration between all crew members. We place a significant emphasis on the proactive Threat and Error Management (TEM) framework, equipping participants not just to react to problems, but to anticipate and mitigate them before they escalate. The methodology is heavily reliant on deep analysis of contemporary and historical case studies, allowing participants to learn from real-world events in a structured, reflective environment. Furthermore, the course content is continuously updated to address modern challenges, including human-automation interaction and the complexities of global, multi-cultural operations. The expertise of our instructors, who bring extensive operational experience, ensures that every session is relevant, engaging, and directly applicable to the daily challenges faced by aviation professionals, fostering a deep-seated culture of safety and excellence.