

Emil Moberg

Cheif Cabin Instructor / CRM Instructor



CRM Pilots and Cabin Crew



CRM training elements	Operator's CRM training	Operator aircraft type conversion training	Annual recurrent training	Senior cabin crew member (SCC) course
General principles				
Human factors in aviation; General instructions on CRM principles and objectives; Human performance and limitations; Threat and error management.	Not required	Required	Required	Required
Relevant to the individual cabin crew member				
Personality awareness, human error and reliability, attitudes and behaviours, self-assessment and self critique; Stress and stress management; Fatigue and vigilance; Assertiveness, situation awareness, information acquisition and processing.	Not required	Required	Required (3-year cycle)	Required
Relevant to the entire aircraft crew				
Shared situation awareness, shared information acquisition and processing; Workload management; Effective communication and coordination between all crew members including the flight crew as well as inexperienced cabin crew members; Leadership, cooperation, synergy, delegation, decision-making, actions; Resilience development; Surprise and startle effect; Cultural differences; Identification and management of the passenger human factors: crowd control, passenger stress, conflict management, medical factors.	In-depth	Required when relevant to the type(s)	Required (3-year cycle)	In-depth
Specifics related to aircraft types (narrow-/wide-bodied, single-/multi-deck), flight crew and cabin crew composition and number of passengers	Required	In-depth	Required (3-year cycle)	In-depth
Relevant to the operator and the organisation				
Operator's safety culture and company culture, standard operating procedures (SOPs), organisational factors, factors linked to the type of operations; Effective communication and coordination with other operational personnel and ground services; Participation in cabin safety incident and accident reporting.	In-depth	Required when relevant to the type(s)	Required (3-year cycle)	In-depth
Case studies	In-depth	Required when relevant to the type(s)	In-depth	In-depth

CRM training elements	Initial operator's CRM training	Operator conversion course when changing aircraft type	Operator conversion course when changing operator	Annual recurrent training	Command course
General principles					
Human factors in aviation; General instructions on CRM principles and objectives; Human performance and limitations; Threat and error management.	In-depth	Required	Required	Required	Required
Relevant to the individual flight crew member					
Personality awareness, human error and reliability, attitudes and behaviours, self-assessment and selfcritique; Stress and stress management; Fatigue and vigilance; Assertiveness, situation awareness, information acquisition and processing.	In-depth	Not required	Not required	Required	In-depth
Relevant to the flight crew					
Automation and philosophy on the use of automation	Required	In-depth	In-depth	In-depth	In-depth
Specific type-related differences	Required	In-depth	Not required	Required	Required
Monitoring and intervention	Required	In-depth	In-depth	Required	Required
Relevant to the entire aircraft crew					
Shared situation awareness, shared information acquisition and processing; Workload management; Effective communication and coordination inside and outside the flight crew compartment; Leadership, cooperation, synergy, delegation, decision-making, actions; Resilience development; Surprise and startle effect; Cultural differences.	In-depth	Required	Required	Required	In-depth
Relevant to the operator and the organisation					
Operator's safety culture and company culture, standard operating procedures (SOPs), organizational factors, factors linked to the type of operations; Effective communication and coordination with other operational personnel and ground services.	In-depth	Required	In-depth	Required	In-depth
Case studies	In-depth	In-depth	In-depth	In-depth	In-depth

FC Clearence, FO Roger and FE Victor



Why do we communicate?

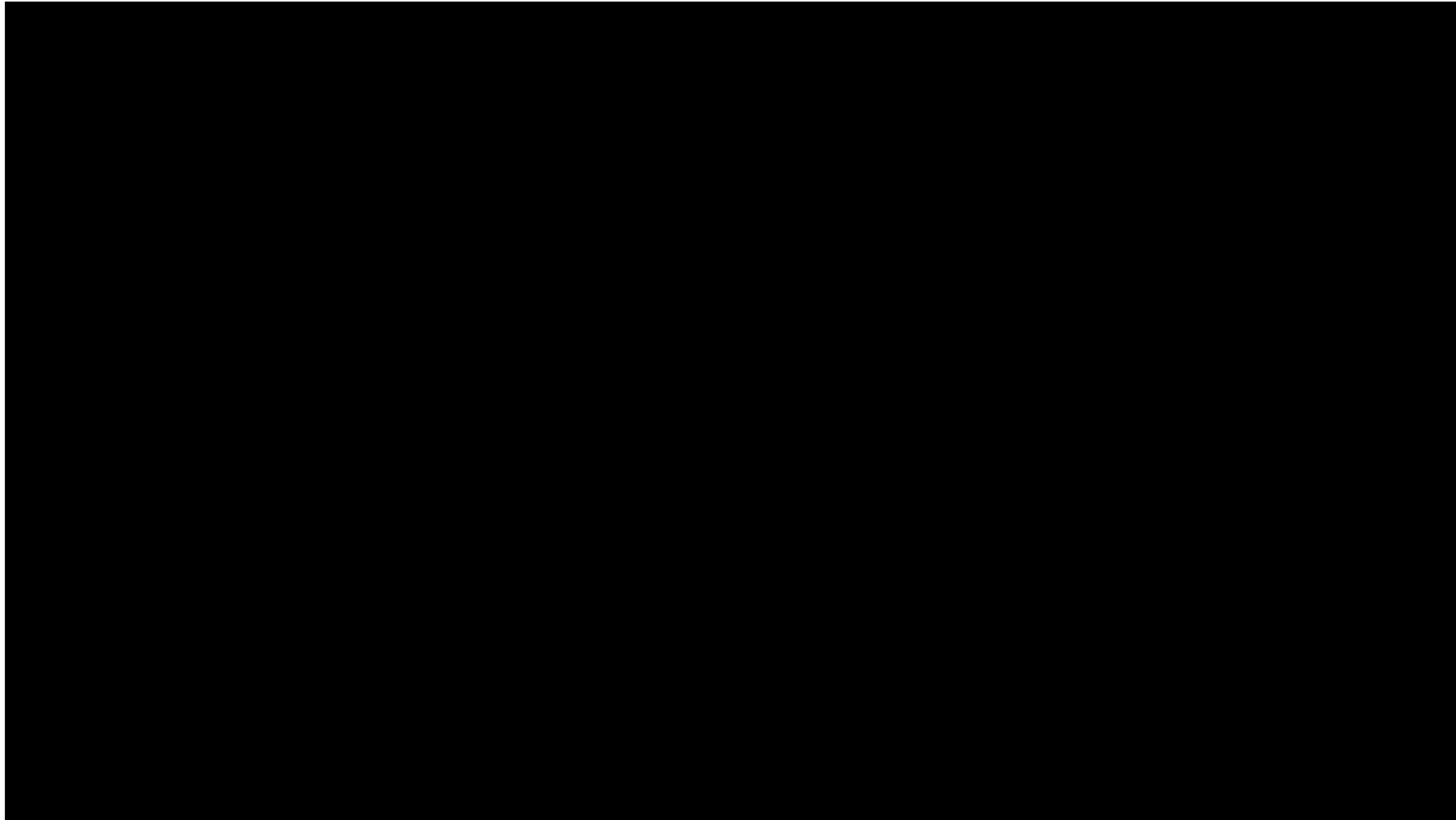
To influence

To persuade

To share information

To work together

To be understood



The Hair dresser



How do we communicate?



Barriers to communication



Barriers to communication



Language	Psychological	Physical	General
Foreign speech and accent	Shyness	Noise	Authority gradient
Regional dialects	Attitude	Too little space	Rank
Ambiguous wording	Personality clash	Gestures/body language	Experience
Jargon	Lack of motivation	Distance	Cultural differences
Technical “airline” language	Educational level	Time	Knowledge/lack of knowledge
Rambling	Intelligence	Hygiene/body odour	Gender
Insufficient information given	Fear	Discomfort/pain/disease	Religion
Incomplete message	Distractions	Lack of oxygen	Boring

What to do?



“The single biggest problem in communication is
the illusion it has taken place”

George Bernard Shaw