

Operation Crew Resource Management

London (UK)

20 - 24 October 2025

UK Training

PARTNER



Operation Crew Resource Management

Code: LM28 From: 20 - 24 October 2025 City: London (UK) Fees: 4400 Pound

Introduction

The Crew Resource Management CRM course is designed to provide a deep understanding of the principles of crew resource management, a critical component in ensuring efficiency, safety, and operational success in crew operations. This training emphasizes the importance of crew resource management in fostering effective communication, trust-based teamwork, decision-making under pressure, and managing crises in high-risk environments such as the oil and gas industry. Through practical exercises and real-world case studies, participants will enhance their crew resource management skills and gain the knowledge required to implement CRM management solutions effectively.

Course Objectives

By the end of this course, participants will:

- Understand what is crew resource management, its definition, and its critical role in crew operations.
- Develop and implement CRM management solutions that foster communication and coordination in teams.
- Enhance decision-making and problem-solving abilities in complex and high-pressure scenarios.
- Identify and mitigate human factors impacting safety and performance.
- Master the principles of crew resource management to strengthen safety and operational outcomes.
- Learn the elements of crew resource management and how to integrate them into daily operations for sustained success.

Course Outlines

Day 1: Fundamentals of CRM

- Introduction to crew resource management: Definition and meaning.
- Historical evolution of CRM and its application across industries.
- The importance of crew resource management in ensuring safety and efficiency.
- Human factors and their impact on crew operations and safety.
- Case studies: Communication breakdowns and their consequences.
- Leadership and followership as foundational elements of crew resource management principles.

Day 2: Communication and Information Sharing

- Developing effective communication strategies to enhance coordination in crew operations.
- Briefings and debriefings: Key tools for maintaining situational awareness and improving performance.
- Techniques for active listening, assertive communication, and fostering open dialogue within teams.
- Interactive exercises and simulations to practice CRM communication skills.

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER

Day 3: Decision-Making and Problem Solving

- Exploring decision-making models tailored for high-risk environments.
- Conducting risk assessments and managing risks for informed decision-making.
- Strategies to address unexpected events and crises during crew operations.
- Collaborative exercises to apply elements of crew resource management in complex scenarios.

Day 4: Teamwork and Leadership

- Building a culture of trust and collaboration as a cornerstone of successful CRM implementation.
- Leadership roles in promoting crew resource management principles.
- Conflict resolution and managing interpersonal dynamics within a crew.
- Best practices for leadership during crises and emergencies.

Day 5: CRM Implementation and Assessment

- Integrating crew resource management principles into daily operations.
- Monitoring and evaluating the effectiveness of CRM implementation and identifying areas for improvement.
- Case studies: Successful CRM implementation processes and their outcomes.
- Final assessment: Practical exercises to validate competence in CRM crew resource management.
- Certification to recognize participant expertise in crew resource management training.

Why Attend this Course: Wins & Losses!

- Comprehensive Learning: Gain in-depth knowledge of what is crew resource management and its applications in real-world scenarios.
- Skill Enhancement: Develop advanced crew resource management skills to improve communication, teamwork, and decision-making.
- Practical Application: Apply the elements of crew resource management in hands-on exercises and real-life case studies.
- Career Advancement: Position yourself as a leader in crew operations with enhanced CRM expertise and a recognized certification.
- Safety-Focused Approach: Learn strategies to mitigate risks and foster a culture of safety and trust within teams.
- Innovative Solutions: Explore the latest CRM management solutions and tools for CRM implementation in diverse environments.
- Global Relevance: Enhance your ability to handle crises and challenges in high-stakes industries like aviation, oil and gas, and emergency response.

Conclusion

The Crew Resource Management CRM course is an essential training program for professionals seeking to excel in crew operations and ensure safety and operational success. By mastering crew resource management principles, participants will gain the expertise to lead teams effectively, manage crises, and implement CRM management solutions that drive excellence in performance and safety.

Through this comprehensive CRM crew resource management training, participants will understand the importance of crew resource management, acquire practical skills, and earn a certification that validates their competence in CRM implementation processes. This course prepares you to confidently tackle challenges, promote teamwork,

UK Training
PARTNER





and foster a culture of safety and operational efficiency in any high-pressure environment.

Join us and take your CRM expertise to the next level!

UK Training
PARTNER

Head Office: +44 7480 775 526
Email: Sales@blackbird-training.com
Website: www.blackbird-training.com



Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



Salzburg (Austria)



Florence (Italy)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



Blackbird Training Cities

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

ASIA



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)
(Kuwait)



Phuket (Thailand)



Shanghai (China)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Seoul (South Korea)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut

UK Training
PARTNER

Blackbird Training Cities

AFRICA



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior
Kingdom of Saudi Arabia
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



General Organization for
Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



Authority for

UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

UK Training
PARTNER

