

Operation Crew Resource Management

Amsterdam (Netherlands)

3 - 7 March 2025

UK Training

PARTNER



Operation Crew Resource Management

Code: LM28 From: 3 - 7 March 2025 City: Amsterdam (Netherlands) Fees: 4200 Pound

Introduction

This course aims to comprehensively understand Crew Resource Management CRM principles. The course will emphasize the importance of effective communication, sound decision-making, building trust-based teamwork, and addressing daily challenges and crises in this vital sector. Participants will have the opportunity to engage in hands-on exercises and interactive case studies to enhance their skills in managing crew resources and improving their performance and safety at the workplace.

Course Objectives

- Understand the core principles of Crew Resource Management
- Develop effective communication and teamwork skills
- Enhance decision-making abilities in high-pressure situations
- Mitigate human factors in the context of oil and gas operations
- Implement CRM strategies to improve safety and operational performance

Course Outlines

Day 1

Fundamentals of CRM

- Introduction to CRM concepts and origins
- Human factors and their impact operations
- Case studies highlighting the consequences of communication breakdowns
- Importance of leadership and followership in CRM

Day 2

Communication and Information Sharing

- Effective communication strategies
- Role of briefings and debriefings in enhancing situational awareness
- Techniques for active listening and assertive communication
- Real-world exercises and simulations

Day 3

A graphic of a chessboard with several chess pieces (a king, a pawn, and a knight) on it. The board is white and black, and the pieces are gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER

Decision-Making and Problem Solving

- Decision-making models in high-risk environments
- Risk assessment and management operations
- Strategies for handling unexpected events and emergencies
- Group decision-making exercises

Day 4

Teamwork and Leadership

- Building a culture of teamwork and trust
- Role of leadership in promoting CRM principles
- Conflict resolution and managing interpersonal dynamics
- Leadership in crisis situations

Day 5

CRM Implementation and Assessment

- Integrating CRM principles into daily operations
- Assessing CRM effectiveness and continuous improvement
- Case studies showcasing successful CRM implementations
- Certification and evaluation of course participant

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)
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



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)

Africa



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)

UK Training
PARTNER

Blackbird Training Cities

Asia



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



UK Training
PARTNER

Blackbird Training Categories

Management & Admin

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

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

