

## Operation Crew Resource Management

*Madrid (Spain)*

*9 - 13 September 2024*

UK Training

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# Operation Crew Resource Management

Code: LM28 From: 9 - 13 September 2024 City: Madrid (Spain) Fees: 4400 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 queen, a rook, 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.

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### 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

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