

## Operation Crew Resource Management

*Kuala Lumpur (Malaysia)*

*20 - 24 January 2025*

UK Training

**PARTNER**



## Operation Crew Resource Management

Code: LM28 From: 20 - 24 January 2025 City: Kuala Lumpur (Malaysia) 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 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.

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](mailto:Sales@blackbird-training.com)

 [www.blackbird-training.com](http://www.blackbird-training.com)



UK Training  
**PARTNER**

The image shows a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. The board is set against a background of concentric circles.