



## Operations Crew Resource Management - OCRM

04 - 20 May 2025  
Dubai (UAE)



# Operations Crew Resource Management - OCRM

**Ref.:** 15466\_308970 **Date:** 04 - 20 May 2025 **Location:** Dubai (UAE) **Fees:** 4500 **Euro**

## Introduction:

This team-based course is designed to provide the participants with the skills, tools, processes and techniques needed to improve human performance when working as a part of a crew/team during well operations. The training focuses on the key principles of CRM as they relate to Well Operations; situation awareness, decision making, communication, leadership/supervision, teamwork, and performance shaping factors.

## Targeted Groups:

- Quality and Compliance, Safety, as well as Operations and Training Management staff.
- Pilots and flight crew members.
- Employees who want to gain skills to develop their career.

## Course Objectives:

At the end of this innovation strategy course, the participants will be able to:

- assure a safe and efficient operation
- reducing errors
- avoiding stress and increasing efficiency
- improve communication skills, teamwork, task allocation and decision making.
- benefit of knowledge of human factors concepts that relate to flight operations and providing the tools necessary to apply these concepts in practice.

## Targeted Competencies:

- Situational awareness
- Decision-making
- Communications
- Teamwork
- Leadership
- Stressors/factors that impact human performance

## Course Content:

### Unit 1: Situational Awareness

- Information gathering
- Shared understanding
- Possible consequences
- Problems and contingencies

## **Unit 2: Decision Making**

- Situation and goal definition
- Previous experience
- Risks
- Options
- Check

## **Unit 3: Communications**

- Information exchange
- Context explanation
- Relevant inclusion

## **Unit 4: Teamwork**

- Responsibilities
- Task coordination
- Gap/duplication resolution
- Working relationships
- Effort support

## **Unit 5: Leadership**

- Taking charge
- Providing direction
- Task prioritization
- Delegation
- Organizational process

## **Unit 6: Stressors/Factors that Impact Human Performance**

- Identification
- Mitigation
- Resiliency practice
- Effort recognition
- Product Detai



**Registration form on the :  
Operations Crew Resource Management - OCRM**

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Complete & Mail or fax to Mercury Training Center at the address given below

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Position:

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**Company Information**

Company Name:

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