



Operations Crew Resource Management - OCRM

26 - 30 Aug 2024
Milan (Italy)



Operations Crew Resource Management - OCRM

Ref.: 15466_312121 **Date:** 26 - 30 Aug 2024 **Location:** Milan (Italy) **Fees:** 5500 **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**

code: 15466 **From:** 26 - 30 Aug 2024 **Venue:** Milan (Italy) **Fees:** 5500 **Euro**

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

Delegate Information

Full Name (Mr / Ms / Dr / Eng):

Position:

Telephone / Mobile:

Personal E-Mail:

Official E-Mail:

Company Information

Company Name:

Address:

City / Country:

Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng):

Position:

Telephone / Mobile:

Personal E-Mail:

Official E-Mail:

Payment Method

Please invoice me

Please invoice my company