



## Communication and Decision-making under pressure

Where people work together, decisions are made. When the stakes are high, the decision becomes even more critical. Aviation has been training on this for decades.

An effective decision-making process can, depending on the situation, be carried out in various ways; sometimes through consultation, sometimes democratically, sometimes very autocratically. Each type of decision-making process has its advantages and disadvantages. As long as you can, it is wise to make use of all the information that is available within your team. Even when time is short. This will undeniably lead to a better outcome.

This, participative, form of decision-making requires an active attitude from each team member when it comes to identifying and evaluating possible alternatives. Group dynamics are also important. Everyone must be able to voice their concerns and make proposals. Dominant or non-assertive behaviour is almost never effective. Equality, beyond formal and functional hierarchical relationships, is not always as obvious as it seems.

In our training we playfully point out where there the pitfalls are on the road to optimal decision-making, how to deal with them and what can be gained as a team. Not only in critical situations but also in your daily professional life.

YES Human Factors Ltd does this with the help of very experienced trainers and teachers with a background in management (operational and HR), psychology, organizational development and change management. The practical experience comes from different organizations, like Siemens, Royal Air Force, KLM, Martinair, Ministry of the Interior, police etc.

YES Human Factors Ltd provides training within the market segments: hospitals, coastguard, process industry, IT, safety organizations, banks and aviation.

We kindly invite you to participate in this interactive, practical and inspiring program.

Han van der Meer and Jean-Pierre Kahlmann,  
Partners YES Human Factors Ltd

## Communication and Decision-making under pressure

Communication and Decision-making under Pressure is specially developed for professionals and managers who want to grow in their organization and contributes to a safe, effective and efficient working environment.

### Description

The training provides insights but also tools for crucial decision-making in teams who must be able to function under pressure.

### Program

09.00 Welcome with coffee  
09.30 Shared Situational Awareness  
10.00 Making judgements  
11.00 Break  
11.15 Effective Communication  
12.00 Critical decision-making  
12.45 Lunch  
13.30 Group Dynamics  
14.30 Game: "A safe flight"  
15.45 Break  
16.00 Leadership Flexibility in Abnormal Situations  
16.40 Evaluation and conclusion  
17.00 End

### Questions and registration

For more information and registration, please contact:

- Han van der Meer, partner + 31 6 23 915 971  
- Jean-Pierre Kahlmann, partner + 31 6 53 139 981

Or send an email to [info@yeshumanfactors.nl](mailto:info@yeshumanfactors.nl)

### Overview

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### Duration program

1 day

### Group size

3-12 persons or by mutual agreement

### Dates

In consultation

### Location

YES Human Factors  
Voorstraat 2  
5353 KE Dienen

Or

In consultation Incompany or close to your home and/or workplace

### Costs

€ 540,- excl. VAT per participant

Course material, coffee, tea and lunch are included