



Safe and Effective Cooperation (Crew Resource Management)

YES Human Factors Ltd would like to work with you on a safe, effective and efficient organization.

For every professional and manager it is crucial to be able to make the best possible decisions at any time and under any circumstances.

We do this in an interactive and reflective way, always making the connection with the actual work situation of the trainee/course participant.

A Boeing 737 flight simulator is used which also allows you to see what high(er) pressure does to you and your colleagues.

This course covers the following aspects that can influence decision-making:

- Shared Situational Awareness (judgment, effective communication and decision-making)
- What does stress do to me as an individual?
- How can I help myself and my team member in case of high work pressure?
- How do I address a colleague in an assertive and professional manner?
- What leadership flexibility is needed in critical circumstances?

The course has already been given to various high-reliability organizations in healthcare, petrochemical, IT etc. The training is very highly rated and appreciated.

The trainers/instructors have the following backgrounds: Technical University-Delft, Royal Military Academy, Police Academy, Ministry of Internal Affairs. The simulator instructors are all (former) F-16 and/or Boeing instructors/examiners with a Human Factor instruction rating.

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**

Safe and Effective Cooperation

Working safely and effectively is specially developed for professionals in high reliability organizations and contributes to a safe, effective and efficient working environment.

Description

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

Program

N.B. max. 3 trainees per hour in the Simulator.
The other half of the group has classroom lectures.

09.00 Welcome with coffee
09.10 Introduction on Shared Situational Awareness
10.10 Break
10.15 Flight Briefing
10.50 Break and Lunch
11.20 Flight Simulator Session I (3 trainees/sim)
11.20 Judgement/ Communication
12.20 Break
12.30 Flight simulator session I (3 trainees/sim)
12.30 Judgement/ Communication
13.20 Break
13.30 Flight simulator session II (3 trainees/sim)
13.30 Effective communication and decision making
14.20 Break
14.30 Flight simulator session II (3 trainees/sim)
14.30 Effective communication and decision making
15.20 Pause, from now on only classroom sessions
15.30 "Speak-up" communication, the TAA method
15.55 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

Overview

Safe and Effective Cooperation
(Crew Resource Management)

Duration program

1 day

Dates

In consultation

Group size

6 participants or by arrangement

Location

CAE Training Aircraft BV
Fokkerweg 300
Oude Meer, or
EPST Ltd
Westkanaaldijk 5-11
Utrecht

Costs

€ 720,- excl. VAT per participant

Cancellation fee

- More than 56 days before the start of the training course: 0%,
- more than 56 days but before 28 days before the start of the training course: 50%.
- 28 days or less: 100%.

N.B.

Coffee, tea and lunch are included