



Train the Trainer (Crew Resource Management)

Training is an essential part of organizations. As a Human Factor trainer you are responsible for making people competent within their own function in the area of Just Culture and Crew Resource Management (CRM). In fact, you should constantly apply this yourself when you act as a trainer. This requires knowledge of the theory and the necessary practical skills.

It is a big responsibility that requires solid training and a solid foundation. The course length is 10 days. Note: 10 days is the length if the participants already have a number of basic competencies such as knowledge of PowerPoint and basic knowledge of Crew Resource management (CRM).

The purpose of this module is to train people to become professional supervisors who can independently design safety programs for employees in their organization.

This includes:

- Developing and conducting Human Factor training.
- Conducting objective observations and providing effective feedback.
- Supervising and facilitating intervision meetings.
- Continuously improving the effectiveness and quality of trainings.

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 of dozens of years comes from different organizations, such as Siemens, Royal Air Force, KLM, Martinair, Ministry of the Interior, police etc.

YES Human Factors Ltd provides training within the following market segments: Health Care (hospitals), coast guard, 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**

Human Factor trainers are indispensable are indispensable within modern organizations that have included psychological safety and Just Culture high in their corporate vision.

Description

The training provides insights but also incorporates theoretical training, lesson design, practical observations and evaluation. Furthermore, the trainee is trained to facilitate interventions in a professional way.



Program

Module 1 - Day 1

09.00 Welcome with coffee
 09.30 Introduction course
 10.30 The basics: Shared Situational Awareness - judgment
 11.00 Break
 11.15 Shared Situational Awareness - effective communication and decision making
 12.45 Lunch
 13.30 Workload and Fatigue
 15.00 Break
 15.15 Stress and stress management
 16.40 Evaluation and Conclusion
 17.00 End

Module 1 - Day 2

09.00 Welcome with coffee
 09.30 Recap of previous day
 10.00 Group dynamics and assertiveness
 11.00 Break
 11.15 Fatigue; acute and chronic
 12.45 Lunch
 13.30 Complacency and distraction
 15.00 Break
 15.15 Workload management in teams
 16.40 Evaluation and conclusion
 17.00 End

Module 2 - Day 1

09.00 Welcome with coffee
 09.30 Recap previous day(s)
 10.00 Video: the co-pilot and the duck / Introduction to Just Culture
 11.00 Break
 11.15 Norms and Protocols within organizations
 12.45 Lunch
 13.30 Threat management
 14.15 Error management
 15.00 Break
 15.15 Distribution of teaching modules for the trainees
 16.40 Evaluation and conclusion
 17.00 End

Module 2 - Day 2

09.00 Welcome with coffee
 09.30 Recap of previous day(s)
 10.30 Effective communication
 11.00 Break
 11.15 Exercise Effective Communication
 12.45 Lunch
 13.30 Transactional Analysis and Push-Pull ratio
 15.00 Break
 15.15 Cultural differences

16.40 Evaluation and conclusion
17.00 End

Module 3 - Day 1

09.00 Welcome with coffee
09.30 Recap previous day(s)
10.00 Introduction Observation Integrally
determine observation factors
11.00 Break
11.15 Defining observation aspects Self, Team,
Situation
11.45 Exercise: Observing and rating in practice
(Video)
12.45 Lunch
13.30 Observation aspects Means Procedures
15.00 Break
15.15 Exercise: Pendleton rules in practice
16.00 Group discussion: Giving feedback in practice
16.40 Evaluation and conclusion
17.00 End

Module 3 - Day 2

09.00 Welcome with coffee
09.30 Recap of previous day(s)
10.00 Personal Leadership Scan
11.00 Break
11.15 Leadership styles normal situations / training
situations
12.45 Lunch
13.30 Leadership in abnormal situations:
Hierarchical gradient
14.30 Exercise Apollo 13
15.00 Break
15.15 Leadership: "With whom does the
authority/decision lie?"
16.40 Evaluation and Conclusion
17.00 End

Module 4 -Day 1

09.00 Welcome with coffee
09.30 Recap previous day(s)
10.30 Introduction Intervision
11.00 Break
11.15 The helping question
12.45 Lunch
13.30 The role of the facilitator
15.00 Break
15.15 Intervision methods and choices
16.40 Evaluation and conclusion
17.00 End

Module 4 - Day 2

09.00 Welcome with coffee
09.30 Recap previous day(s)
10.30 The case
11.00 Break
11.15 Dynamic judgement
12.45 Lunch
13.30 The Incident Method
15.00 Break
15.15 Reflection and follow up of an intervion
meeting
16.40 Evaluation and conclusion
17.00 End

Module 5 -Day 1

09.00 Welcome with coffee
09.30 Recap previous day(s)
10.30 Introduction Didactics
11.00 Break
11.15 Content, form, casuistry
12.45 Lunch
13.30 Lesson by participants CRM subject ...
15.00 Break
15.15 Lesson by participants CRM subject ...
16.40 Evaluation and conclusion
17.00 End

Module 5 - Day 2

09.00 Welcome with coffee
09.30 Recap previous day(s)
10.30 Lesson by participants CRM subject ...
11.00 Break
11.15 Lesson by participants CRM subject ...
12.45 Lunch
13.30 Lesson by participants CRM subject ...
15.00 Break
15.15 Evaluation of lessons given
16.40 Evaluation and conclusion
17.00 End

Questions and registration

For more information and to register, 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

Train de CRM-trainer

Program duration

10 days

Dates

In consultation

Group size

3-12 persons or in consultation

Location

YES Human Factors
Voorstraat 2
5353 KE Dieden

Or

In consultation Incompany or in the vicinity of your home and/or workplace

Costs

€ 4320 excl. tax per participant

Course material, coffee, tea and lunch are included