

Crew Resource Management

Program Basics and Courseware Review

Flight Safety Officer Training Course



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Crew Resource Management

Policy

- Established in M3710.1 and M5100.47

Current Requirements- Initial CRM

- Within 1 year of assignment to pilot / aircrew status; completed at ATTC, ATC or C-130 Stan Team
- CG-1131 does not have sufficient resources to send fleet personnel back to ATC to get CRM Initial
- AMS- “To be designated . . . shall successfully complete the following” NOTE: Ch1 says no TCT Initial



Crew Resource Management

Current Requirements- CRM Refresher

- Pilots = scheduled annually, completed within 15 months (to allow for p-course movement, receive at unit if req'd)
- Aircrew & AMS = required annually

Waivers

- Annual requirement- schedule to be completed within 12 calendar months
- Member lapses at 15 months
- Seems like a 3 month extension already- Do you really want to ask the Chief, Aviation Forces for more time?



CRM Program Status

Background

- One presentation covered ALL of CRM Initial material
- Modified by unit FSO to deliver CRM Refresher
- Result was widely varied material being delivered by ATC, ATTC and unit FSOs

Present State

- Contractor delivered revamped CRM Initial course
- In year two, option allows for continued courseware update
- FY 10 will be last year for contract unless renewed

CRM Refresher Implementation

Current Efforts

- Split CRM Initial modules to create CRM Refresher material
- Flight Safety Office microsite on CGCentral
 - created to securely distribute CRM material
- All CRM Initial and Refresher modules on site
- Also includes prepared case studies
- MOST IMPORTANT- CRM Program Guide
 - This is the definitive guide for all things CRM
 - Tri-P approved



CRM Program Guide

Commander's Intent

- Synopsis of what we did and why
- Should be basis for your CRM Refresher Introduction

Courseware Organization

- Modified somewhat by microsite distribution method
- Reviews Standardization of Instruction
- Includes CRM Module Map to see how course relates to CRM Tenants (SCAR model)
- Explains how to create an Instructor Guide with slide notes



CRM Program Guide

Implementation Plan

- Details how CRM Refresher will be taught thru CY 2012
- Provides suggested time per module

Case Study and Illustrative Scenario Policy

- List of what is authorized to be replaced
- List of points the examples were chosen to emphasize to assist in choosing suitable alternatives



CRM Program Guide

Use of Mishap Messages

- Discussion of factors to consider when choosing a mishap for CRM Refresher
- Class A and B require CG-1131 approval (email)
- Not authorized for distribution outside of the CGDN+
- Should not make paper copies; can not distribute paper copies to non-CG personnel (incl contract employees)
- CG-1131 will consider simulator reenactments of particular mishaps to assist in developing case studies



CRM Refresher Implementation Plan

Three Categories

- Basic Tenant
- New But Known
- CRM+
- Technically a fourth- CRM Initial Only

Each year will cover a Basic Tenant, New But Known and all the CRM+

- Realize there are time constraints- do your best!
- Remember- this is REFRESHER training so keep it focused



CRM Refresher CY 2009

Intro- Module 1

- Remember Commander's Intent in Program Guide

Basic Tenant- Situational Awareness, Module 10

New But Known- Nutrition & Hydration, Module 5

CRM+

- Module 2- Flight Discipline
- Module 3- Normalizing Excellence
- Module 8- Error Producing Conditions



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CRM Refresher- Methods of Instruction

Know your material

- Ensure a thorough review of the modules
- Review the instructor notes
- Tailor case studies to audience
- “Hide” slides you know you won’t use

Coordinate unit training

- Develop a strategic plan for all in department
- Cover same material each session by slide #
- Emphasize different material next year



CRM Refresher- Methods of Instruction

Visual Aids

- New modules = new material
- Help students follow along during the hard parts

CREW RESOURCE MANAGEMENT SECTOR SAN DIEGO, 2009

The CRM Loop



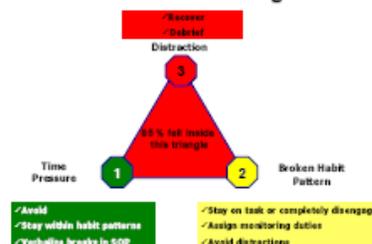
Ten Most Wanted

Error Producing Conditions (EPC)

1. Physiological Degrade/Fatigue
2. High Risk/Low Frequency Events
3. Time Pressure
4. Low Signal to Noise Ratio
5. Normalization of Deviance
6. One Way Decision Gates
7. Information Overload
8. Information Transfer/Communications
9. Faulty Risk Perception
10. Inadequate Standards & Quality Assurance

*When do you fail?
Why do you fail?*

The Lost SA Triangle



The Professional's Performance Ladder



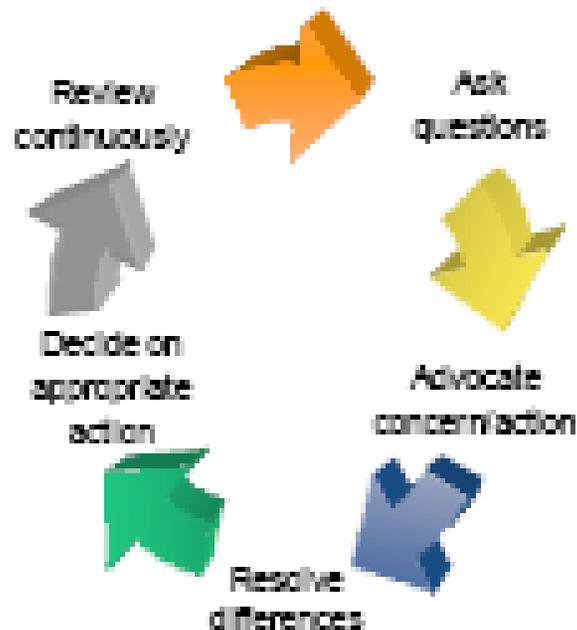
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CRM Refresher- Methods of Instruction

Visual Aids

- Pick out the recurring themes for easy reference

The CRM Loop



CRM Refresher- Methods of Instruction

Visual Aids

- Highlight new information
- Reading/ listening/ discussing all part of the learning process

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CRM Refresher- Methods of Instruction

Visual Aids- some ideas tough no matter what

The Professional's Performance Ladder

- Where are you on the performance ladder?
- Where are your peers?
- Where is your organization?





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