

# CRM CONCEPTS

## (Crew and Cockpit Resource Management)

### TEAMWORK

- INTERACTION
- SHARING IDEAS
- COMMON GOALS

### COMMUNICATIONS

- INFORMATION GIVING
- CONFIRMATION
- SELF DISCLOSURE
- SUPPORT AND ENCOURAGEMENT
- MUTUAL RESPECT

### ASSERTATION AND ADVOCACY

- *GET ATTENTION*
- *STATE CONCERN*
- *STATE PROBLEM*
- *ADVOCATE A COURSE OF ACTION*
- COME TO A MUTUAL UNDERSTANDING

### CONFLICT RESOLUTION

- RECOGNIZE THE PROBLEM
- WHAT IS RIGHT NOT WHO IS RIGHT
- MUTUAL DECISION

# **CRM CONCEPTS**

## **(Crew and Cockpit Resource Management)**

### **CRITICAL THINKING & DECISION MAKING**

- PROBLEM IDENTIFICATION
- ACQUIRE INFORMATION
- SURVEY STRATEGIES
- SELECT & IMPLEMENT A STRATEGY
- DECISION MAKING SHORT CIRCUITS
- HABITUAL ROUTINES
- META ROUTINES

### **SITUATIONAL AWARENESS**

- TEAMWORK
- COMMUNICATION
- TASK SHARING
- QUESTIONING

### **AUTOMATION**

- PILOT AID NOT REPLACEMENT
- WORKLOAD REDUCER
- REQUIRES SITUATIONAL AWARENESS

### **STRESS**

- IDENTIFY THE PROBLEM
- UNDERSTAND CAUSE
- COPE AND ALLEVIATE