

# Certificate

**JONATHAN IMANUEL KELIAT**

has successfully completed the :

## **CREW RESOURCES MANAGEMENT INITIAL COURSE**

Conducted for a total of 32 hours for Ground Course

Course period of April 14 till April 16, 2021

Jakarta, April 16, 2021



**DONNY R. RURUT**



















MANAGER OPERATION TRAINING

Merpati Training Center





## COURSE CONTENTS

-  ICE BREAKING
-  SITUATIONAL AWARENESS
-  PERCEPTION
-  ROLE THEORY
-  CULTURE
-  FLIGHT CREWS WORKING STYLES
-  MOTIVATION
-  INITIATIVE AND AMBITION
-  PERSONALITY AND STRESS
-  INTERPERSONAL COMMUNICATION
-  TEAM WORK
-  SMALL ORGANIZED GROUP ( S.O.G)
-  CONFLICT
-  DECISION MAKING
-  CRITIQUE
-  HUMAN ERROR, RELIABILITY AND ERROR MANAGEMENT
-  HUMAN PERFORMANCE AND LIMITATION
-  CONCLUSION