



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

COURSE CONTENTS

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