



DOCA APPROVED TCC 142D - 01

MTC/CRM/0558/IV/2021/J

Certificate

TANIA KARIMA SOFYAN

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

- ❑ 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