

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

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 PERFORMACE AND LIMITATION
-  CONCLUSION