



DGCA APPROVED TCC 142D - 01

MTC/CRM/0415/III/2021/J

Certificate

FILL BERT

has successfully completed the :

CREW RESOURCES MANAGEMENT INITIAL COURSE

Conducted for a total of 32 hours for Ground Course

Course period of March 22 till March 24, 2021

Jakarta, March 24, 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