

DGCA APPROVED TCC 142D - 01

MTC/CRM/0415/III/2021/J

Certificate

FILL BERT

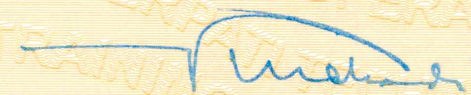
has successfully completed the :

CREW RESOURCES MANAGEMENT INITIAL COURSE

Conducted for a total of 32 hours for Ground Course

Course period of March 22 till March 24, 2021

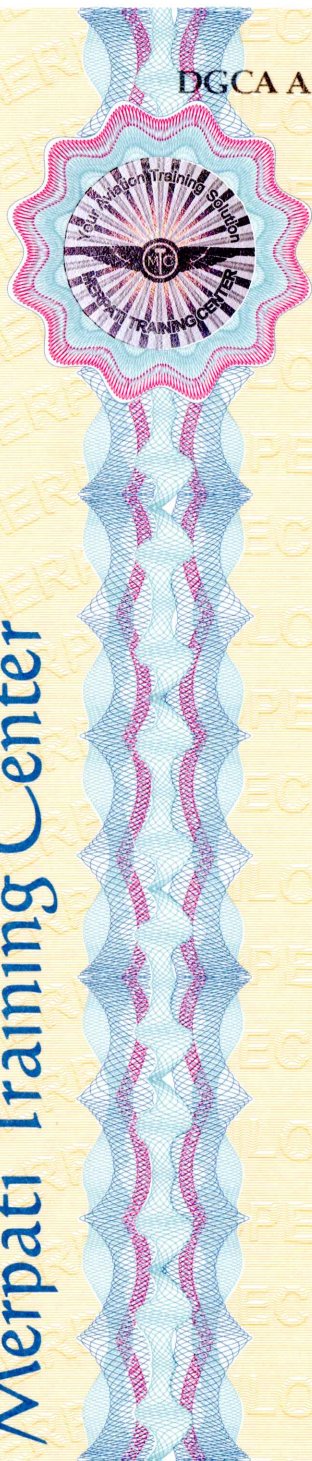
Jakarta, March 24, 2021





















DONNY R. RURUT

MANAGER OPERATION TRAINING

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