

DGCA APPROVED TCC 142D - 01

MTC/CRM/0414/III/2021/J

# Certificate

**FARIZ DZULFIKAR**

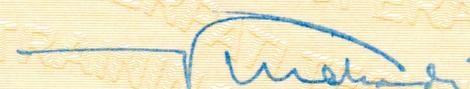
has successfully completed the :

## **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