

DGCA APPROVED TCC 142D - 01

MTC/CRM/0414/III/2021/J

Certificate

FARIZ DZULFIKAR

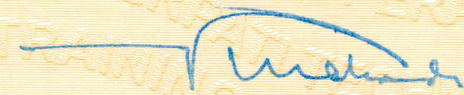
has successfully completed the :

CREW RESOURCES MANAGEMENT INITIAL COURSE

Conducted for a total of 32 hours for Ground Course

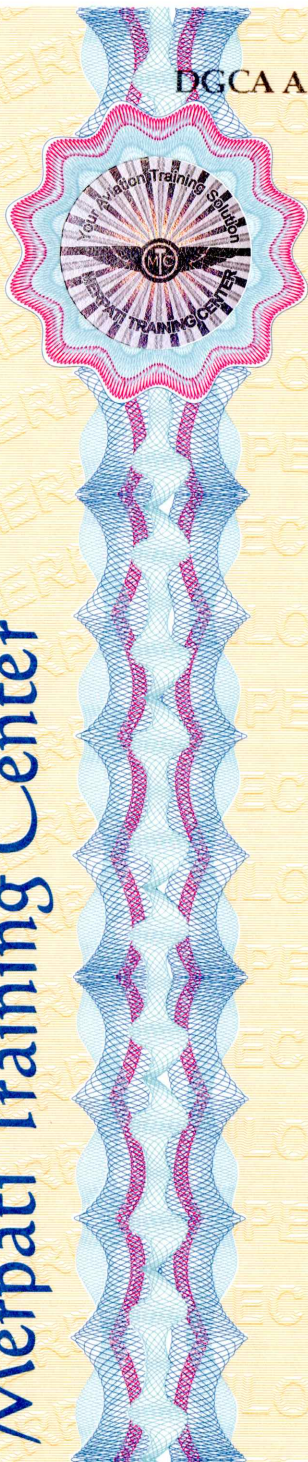
Course period of March 22 till March 24, 2021

Jakarta, March 24, 2021





















DONNY R. RURUT
MANAGER OPERATION TRAINING

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