

# Certificate

**AHNAF ZAHIER HUSAIN**

has successfully completed the :

## **CREW RESOURCES MANAGEMENT INITIAL COURSE**

Conducted for a total of 32 hours for Ground Course

Course period of February 17 till Februari 19, 2021

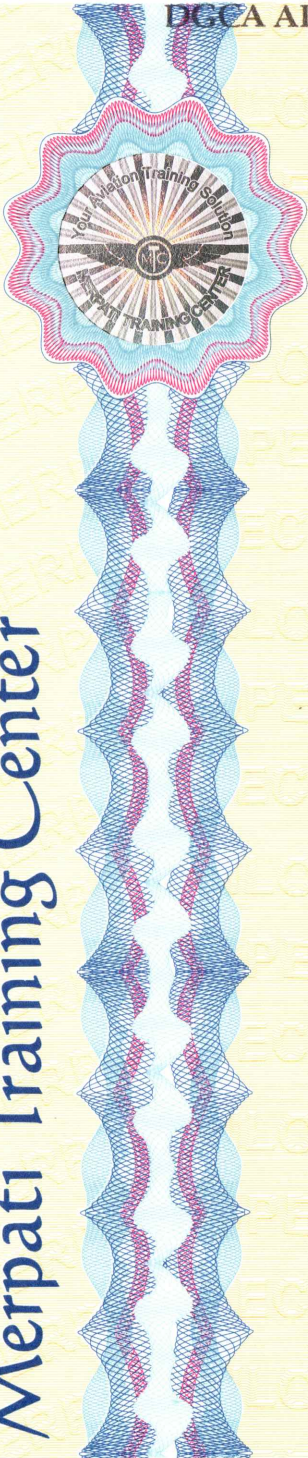
Jakarta, Februari 19, 2021



**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                                    |    |