

DGCA APPROVED TCC 142D - 01

MTC/CRM/0140/I/2022/J

# Certificate

**OSKAR KOBOGAU**

has successfully completed the :

## **CREW RESOURCES MANAGEMENT INITIAL COURSE**

Conducted for a total of 32 hours for Ground Course

Course period of Januari 12 till Januari 14, 2022

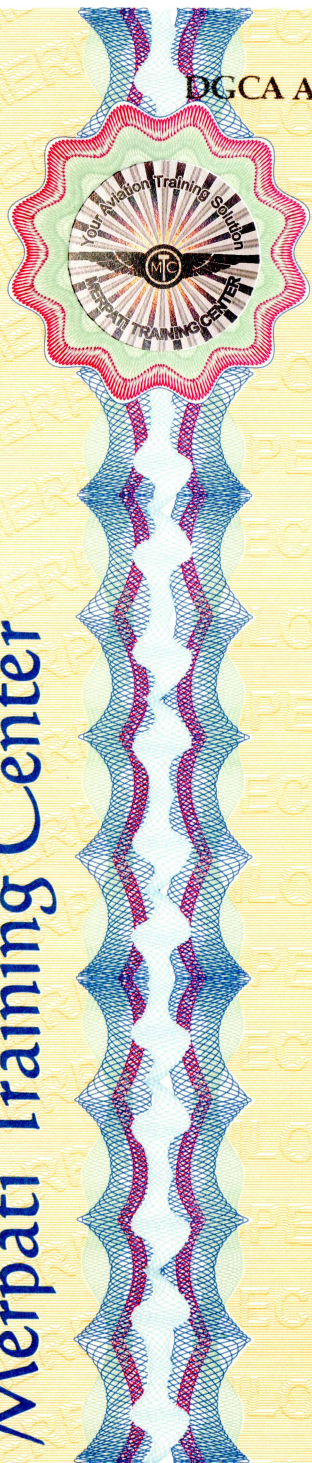
Jakarta, Januari 14, 2022



**DONNY R. RURUT**



















**MANAGER OPERATION TRAINING**

Merpati Training Center





## COURSE CONTENTS

<b>SUBJECT</b>	<b>HOURS</b>
 ICE BREAKING	1
 SITUATIONAL AWARENESS	2
 PERCEPTION	1
 ROLE THEORY	1
 CULTURE	1
 FLIGHT CREWS WORKING STYLES	2
 MOTIVATION	1
 INITIATIVE AND AMBITION	1
 PERSONALITY AND STRESS	1
 INTERPERSONAL COMMUNICATION	2
 TEAM WORK	2
 SMALL ORGANIZED GROUP ( S.O.G)	1
 CONFLICT	2
 DECISION MAKING	1
 CRITIQUE	1
 HUMAN ERROR, RELIABILITY AND ERROR MANAGEMENT	2
 HUMAN PERFORMACE AND LIMITATION	1
 CONCLUSION	1