



# C.R.M.

**Crew Resource Management**  
**We know how to do it!!**



**Safety above all!!**

**2018**



# **C.R.M.**

## **Crew Resource Management**

### **General:**

1. In a rapidly changing world with more carriers, more airplanes, more passengers and a growing variety of threats, the safety of flights might be compromised.
2. DH&A's job is to assist carriers to minimize threats by better managing their crews' resources.

### **DH&A's definition to CRM:**

1. The defined set of human skills and capabilities, of a selected crew, needed to ensure a safe and an efficient flight.
2. Human skills needed to increase safety, ensure efficient conduct and minimize risks.

**Effective CRM starts with effective corporate culture**  
**We will start there!!**

### **DH&A's desired behaviors for successful CRM which should be supported by the inner corporate culture:**

1. Leadership – self and team.
2. Decision making – flexible and creative.
3. Resilience – stress, fatigue, burn-out.
4. Teamwork – creating value by working together.
5. Interrelation – communicating with others.
6. Awareness – self and surrounding.
7. Attentiveness – following rules and regulations.
8. Service orientation – the will to give.



## **U.L.P.**

### **Understanding – Learning – Periodical mentoring** **DH&A's model for successful CRM**

#### **Understanding of:**

1. Corporate culture, vision and desired goals.
2. Core competences required from crew members.
3. Vision as for crew conduct and behavior.
4. Desired division of authority and responsibilities for the crew within and leading up to the flight

#### **Learning:**

1. Following the Understanding stage, a full 6 days seminar is designed to match the desired conduct and behaviors.
2. The first two days are general and are dedicated to learning and understanding the arena and the desired conduct.
3. Day 3 and 4 are dedicated to an intensive workshop in which participants will experience, in teams, designed case studies simulating real possible incidents.
4. Day 5 is the peak of the seminar, in which participants will experience a real flight in which team after team will have to cope with moderate and extreme situations specially designed for this purpose.
5. Day 6 is dedicated to introspection, summaries, conclusions, generalization and recommendations.

#### **Periodical monitoring:**

1. After the seminar and in a range of one year, each team will be supported by DH&A's consultants and would be able to share, receive advice, further learn and be monitored.
2. The recommended frequency is one meeting each month within the first 6 months after the seminar and then one every two months within the rest of the year.
3. A monitoring report will be submitted after every meeting.



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## The DH&A team on the CRM program

**The DH&A team is a joint effort of:**

1. An experienced jet pilot who is also pilots' instructor and trainer and specializes in CRM.
2. DH&A's senior team of psychologists and consultants with expertise in human behavior and conduct of designated teams.
3. DH&A's senior management consultants who specialize in effective corporate culture.

### **For further information:**

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