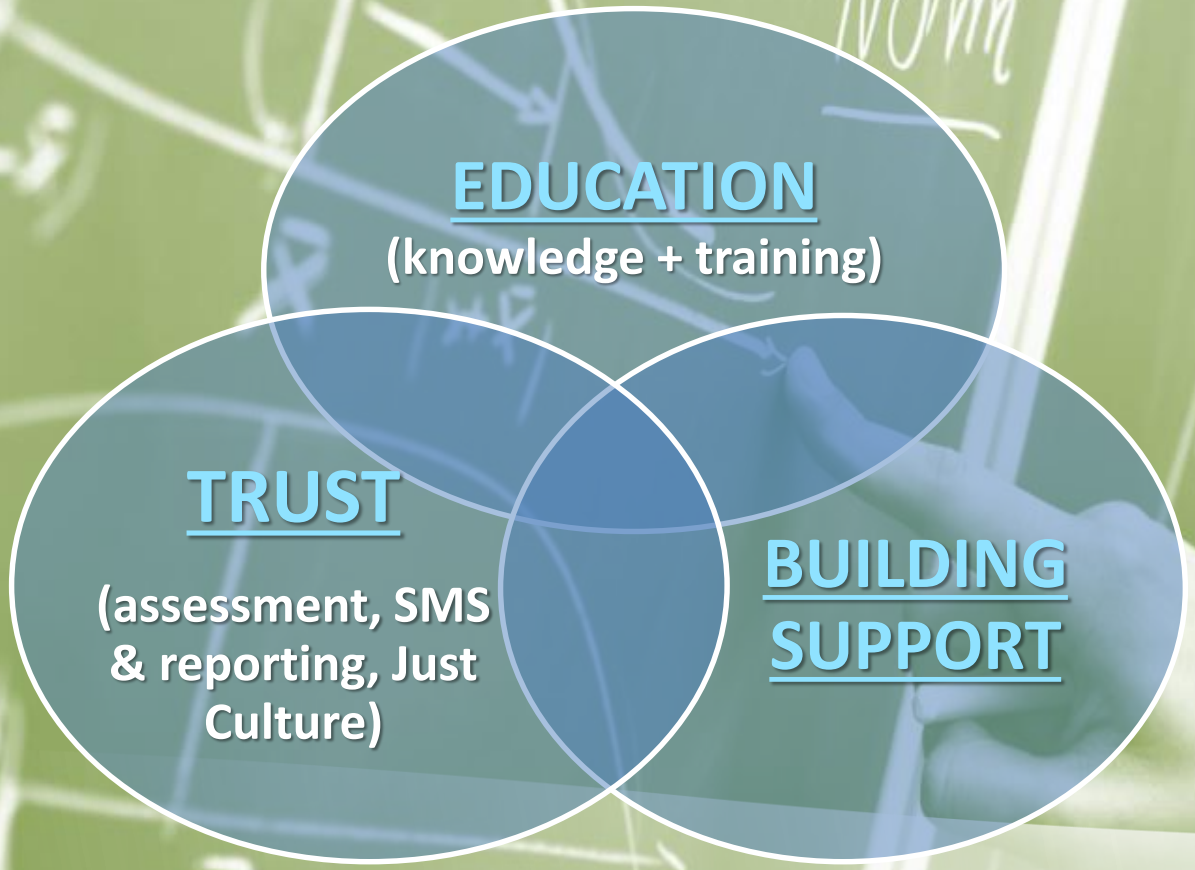
CRM Training – the flight crew perspective

Capt Jon Horne, ECA Vice-President
Also *@eu_cockpit*

ECA
Piloting Safety

3 PILLARS OF CRM EFFECTIVENESS:



ECA
Piloting Safety

3 PILLARS OF CRM EFFECTIVENESS:

EDUCATION

ECA
Piloting Safety

EDUCATION: knowledge + training concept

Train the **trainer**

New **training elements**

Improving training **methods**

Compliance v. **competency** based

ECA
Piloting Safety

Train the trainer

IMPROVEMENT IN TRAINING HOURS:
30 vs none, based on ICAO “Train the trainer” concept, Teaching and Learning course, etc

ECA
Piloting Safety

New training elements

Resilience development

Surprise and startle effect

New concepts

Require new techniques

ECA
Piloting Safety

Improving training methods

ECA
Piloting Safety

Error, stress, and teamwork in medicine and aviation: cross sectional surveys

J Bryan Sexton, Eric J Thomas, Robert L Helmreich

BMJ 2000;320:745–9

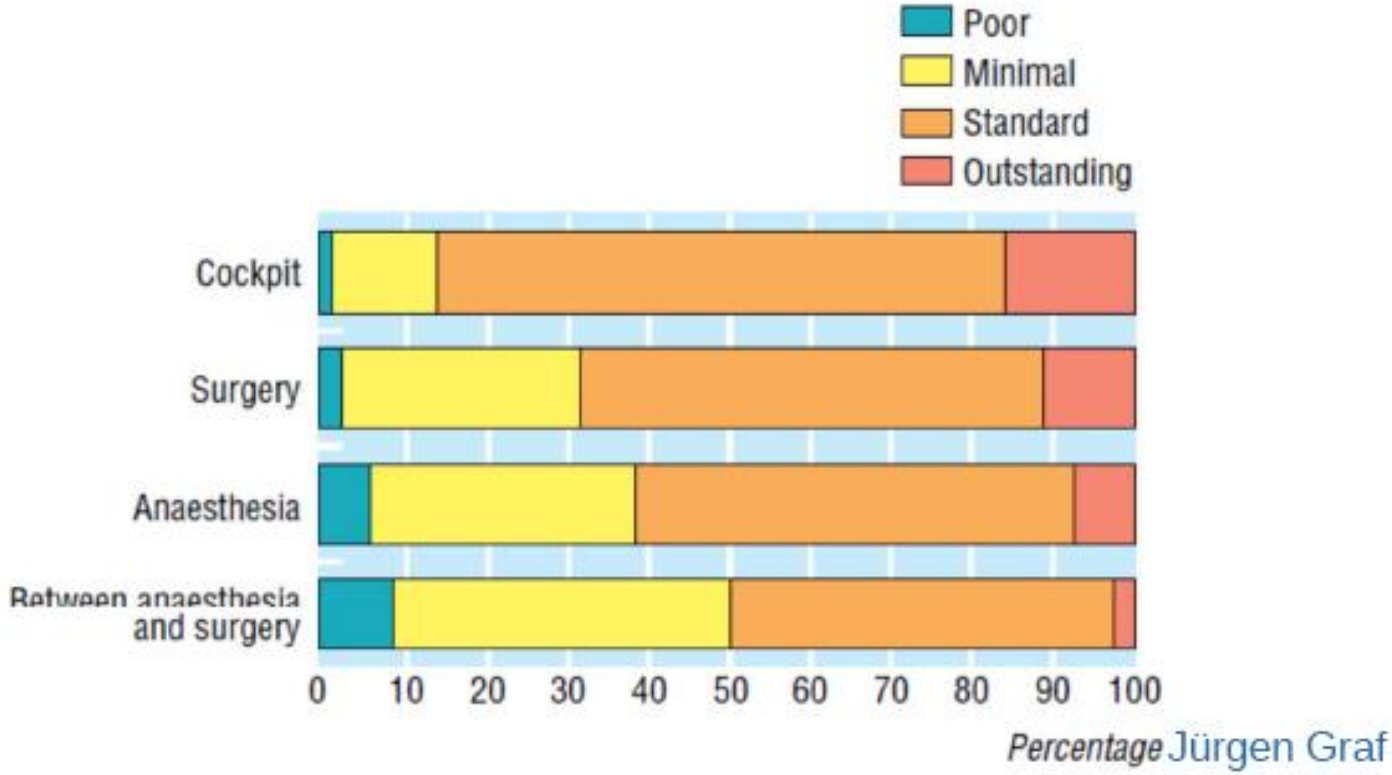
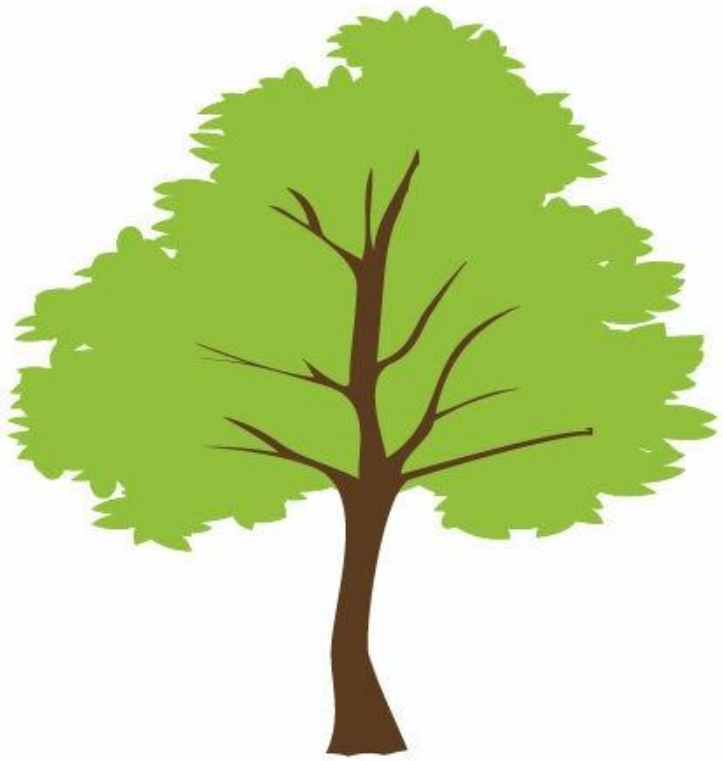


Fig 2 Trained observers' ratings of teamwork in aviation, surgery, anaesthesia, and between surgery and anaesthesia

Jürgen Graf
Klinikum Stuttgart
ECA
Piloting Safety

Compliance v competency based CRM training



WHEN and WHY is a minimum required time frame desirable?

(initial or train the trainer training)

The dark side of Competency Based Training

ECA
Piloting Safety

3 PILLARS OF CRM EFFECTIVENESS:

TRUST

(assessment, SMS & reporting, Just Culture)

ECA
Piloting Safety

Assessment of non-technical skills

Behaviour that contributes to a technical failure

(technical failure being errors leading to an event requiring a debriefing)

Behaviour that results in an unacceptable reduction in safety margin

ECA
Piloting Safety

Involvement of Flight Crew Representatives

Statement accepted by the RMT.0411 expert group

The majority of CRD responses supported it

Statement deleted in AMC:

In order to enhance the effectiveness of the program, this methodology should, where possible, be agreed with flight crew representatives

ECA
Piloting Safety

3 PILLARS OF CRM EFFECTIVENESS:

BUILDING SUPPORT

ECA
Piloting Safety

Adequate Personal Resource Management

Adequate CRM entails implicit Adequate Personal Resource Management

ECA
Piloting Safety

Peer Support structures

Designed to assist and support flight crew members

Help to overcome problems that might affect ability to perform duties

EPPSI: European Peer Support Initiative

ECA
Piloting Safety

Regulatory proposal (draft IR and AMC)

New IR in CAT.GEN.MPA.215: Operator to enable, facilitate and ensure **access** to a support programme that will assist and support flight crew members in recognising, coping with and overcoming any problem which might negatively affect their ability to perform their duties. Such access shall be made available to all flight crew members.

4 AMCs on functioning of the support programme:

- enable self-declaration
- confidentiality and protection of data
- link to SMS
- training and education
- risks relating to fear of licence (wrt BEA report)

ECA Piloting Safety

SUMMARY

EDUCATION (knowledge & training)

→ *Implement state of the art techniques into CRM training*

TRUST (assesment, SMS, reporting -Just Culture)

→ *Strengthen trust*

BUILDING SUPPORT

→ *Promote best practices and standardisation*

ECA
Piloting Safety

Thank you!

ECA
Piloting Safety