



## **CABIN CRM SEMINAR SYLLABUS**

### **CRM definition**

#### **A case based study analysed with the Systemic Approach**

- The Dryden Accident

#### **Communication:**

- Definition of Communication
- Functions of Communication
- Voice Intonation
- Communication Types
- Communication Means
- Communication Problems
- Improving Communication

#### **Coordination**

- Crew Coordination
- Cockpit to Cabin Coordination
- Turbulence
- Cabin to Cockpit in Emergency
- Cabin to Cockpit Coordination
- Coordination in Emergency
- Coordination and Skills
- Coordination and Communication

#### **Emergency**

- Cabin Crew and Emergency
- How to Face an Emergency
- Abnormal Situations
- Good Judgement
- Passengers Evacuation
- Emergency Descent

#### **The Reason model of unsafe acts:**

- Types of errors
- Human Error and reliability
- Error chain.

#### **The Reason failure model:**

- Error prevention and detection