

Docket No. SA-540

Exhibit No. 2 J

NATIONAL TRANSPORTATION SAFETY BOARD

Washington, D.C.

Hageland OTM Excerpt-CRM Training Module

(2 Pages)

Attachment 9

To Operational Factors Specialist Factual Report

ANC17MA001

Hageland OTM Excerpt

CRM Training Module

Airman General Subjects Module #9
CREW RESOURCE MANAGEMENT (CRM)

Crew Resource Management Program

1. Objective - Hageland Aviation's CRM Program seeks to enhance company pilots' awareness and understanding of CRM concepts with the ultimate goal of promoting safe and efficient company operations.

(a) Classroom training will be integrated with cockpit training to enhance pilots' interpersonal communication, situational awareness, problem solving, decision making, and team- work skills.

(b) Meets Requirements of FAR 135.330

2. Methodology – Includes lectures, discussions and audiovisual presentations

3. Courseware – Includes handouts, lesson plans

Elements

1. Purpose of CRM

2. Pilot in Command Authority

a. Definitions

b. Position

c. Emergency Authority

3. Communication

a. Errors in Communication and Solutions

b. Briefings

c. Inquiry

d. Assertion

e. Crew self-critique

f. Conflict Resolution

g. Decisions

h. Communicating with other Groups (MX, Flight Coordinators etc.)

4. Building and Maintaining a Flight Team

a. Leadership

b. Concerns for Operations

c. Interpersonal Climate

d. Group Climate

5. Workload and Time Management and Situational Awareness

a. Preparation

b. Planning

c. Vigilance

d. Workload Distribution

e. Distraction Avoidance

f. Situational Awareness

6. The Effects of Fatigue and Stress

a. Proactive solutions to combating Fatigue and Stress

7. Aeronautical decision making and risk management