

# Crew Resource Management (CRM)

It is widely accepted in the Maritime and wider Transport Industry that the majority of accidents are not due to a malfunctioning vehicle / vessel / aircraft, or a lack of proficiency by the crew; rather, they are due to failures in human performance. Crew Resource Management (CRM) training addresses these as well as many other issues.

CRM [or BRM (Bridge Resource Management) or NTS (Non-Technical Skills) ] is concerned not so much with the technical knowledge and skills required to operate equipment but rather with the cognitive and interpersonal skills needed to manage resources within an organised system. In this context, Cognitive skills are defined as the mental processes used for gaining and maintaining situational awareness, for solving problems and for making decisions. Interpersonal skills examine a range of behavioral activities associated with leadership and teamwork in a dynamic workplace. Effective Communication skills are central to these 2 skill areas interacting efficiently and safely. Apart from the obvious objective of reducing accidents, there are several implied benefits in implementing a CRM program, including:

- Improved safety culture
- Increased incident and near miss reporting which we can use to learn and enhance our safety systems
- Enhanced employee wellbeing
- Enhanced operational efficiency (due to decreased error and recovery efforts)

This workshop – a must for anyone in the rail, air or maritime industries – will explore the above processes and skills in detail and develop strategies for effective Crew Resource Management practice based on the following framework:

- Cognitive Skills
  - Situational Awareness
  - Decision-making
- Interpersonal Skills
  - Leadership
  - Teamwork
- Communication Skills
  - Communication
  - Conflict Resolution



## Target Audience:

The workshop will be of particular benefit to Safety Professionals and Operational Managers (especially in the Maritime and Transport Industries) seeking to implement a proactive CRM program in the workplace.

**Duration:** 2 days



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M A R I N E

For more detailed information on this or any other any specialised training or consultancy services, please contact Eric Holliday on [eric.holliday@prosafemarine.com](mailto:eric.holliday@prosafemarine.com) or for general queries, please mail [info@prosafemarine.com](mailto:info@prosafemarine.com)