

Outcome-based Crew Resource Management Training

Early CRM training drew on **management development** and **social psychology** for inspiration. When CRM was adopted by maintenance and ATC, the name was changed but not the content. The need to assess pilots' CRM performance has resulted in the introduction of behavioural marker frameworks and the apparent failure of CRM to deliver results has triggered LOSA and TEM in the US. Throughout all of this, CRM training has **lacked a clear purpose and direction**. Drawing on over **20 years experience** of CRM training design and delivery, including developing CRM markers for pilots, cabin crew and ground operations, Turboteams is proud to unveil **outcome-based CRM**.

What is an **outcome**? Quite simply, it's a **change** in operational **effectiveness**. Through better understanding and skills development, individuals perform at a **raised level of safety and efficiency**. Whereas traditional CRM starts with the curriculum topics laid down by regulations, we start with the **real world**. Outcome-based CRM increases efficiency and safety through **reduced risk** of work process failure.

Based on our work in aviation, and backed up by research across a range of hazardous industries, Turboteams has developed the **5C model** of aviation. The model captures processes at each level in the aviation system and, more important, how each level interacts. In order to function effectively in the aviation system, personnel need role-specific competences and cross-functional capabilities. **Role-specific** competences are those behaviours that combine technical and 'soft' skills to form **expertise**. **Cross-functional** capabilities are those behaviours that allow people to work effectively in **teams**.

Turboteams offers 3 levels of support to clients:

- Level 1. Outcome-based Training Modules
- Level 2. Operational Effectiveness Audits
- Level 3. ATSAS. Integrated data-driven training management.

Level 1 offers clients the opportunity to implement the **very best in CRM training**. Our flagship product, modules are available at Entry Level, appropriate for Initial Training, and Advanced, which can be used for recurrent training. Delivered by fully accredited facilitators, we can also train your in-house instructors to run the programme.

Level 2 incorporates a programme of **audits of line operations** in order to establish specific company training needs. The audits are structured in a way such that they would satisfy the criteria of a LOSA.

Level 3 is a powerful **competence tracking software** system that pulls together reports from a variety of sources to minimise training-related risk in your operation. Through our collaboration with ATSAS, the Level 3 product offers a truly new paradigm in crew training management.

To arrange a demonstration of 'outcome-based CRM contact Norman MacLeod at norman@turboteams.com or call +44 1832 720028