Leadership in Turbulent Environments

Training overview
Crew resource management (CRM) is a set of training procedures originally developed in aviation. CRM focuses on interpersonal communication, leadership, and decision making in the cockpit. In this course, we show how the CRM principles can be relevant to your leadership as well. After the first two modules, you will be briefed by an airline pilot to take the controls and fly a professional Boeing 737 full-motion flight-simulator. The simulator provides a fail-safe pressure-cooker environment where you will immediately experience the consequences of your decisions and the way you apply your newfound CRM knowledge.

Target audience
This course is for everyone that wishes to enhance their personal leadership effectiveness.

Learning objectives
- Awareness why Crew Resource Management is applicable and relevant to you
- Understanding the impact of verbal and non-verbal communication
- Understanding and demonstrating of effective communication techniques
- Understanding on how the brain reacts to stress
- Demonstrating how to cope with sudden stressful events
- Understanding the importance of prioritization in a crisis (Aviate - Navigate - Communicate)
- Understanding and demonstrating the use of a model for effective decision making
- Demonstrating how your questions improve team effectiveness
- Understanding the impact of multi-tasking on performance
- Understanding how you are influenced by your own frame of reference
- Awareness of the importance of your senses in communication

Program
- Module 1 (afternoon or evening): Ready for Departure
  - Introduction to Crew Resource Management
  - Effective communication
- Module 2 (afternoon or evening): Into the Thunderstorm
  - Situational Awareness
  - Startle Effect & Resilience
  - Decision Making
- Day 3 (full day at Lelystad Airport): Cleared for Take-off
  - Communication exercise
  - Briefing on your flight and exercises
  - Flight in a Boeing 737 full-motion flight simulator
  - Debriefing

Your trainers
Jacques Dunselman has been managing projects and programs for over 20 years. He’s a passionate private pilot and provides a unique view on management by combining his aviation insights with management principles.

Jurgen Bluemink is a project manager since 1998. In different roles as manager of project management departments he has gained experience in setting up competence improvement programs for project managers.