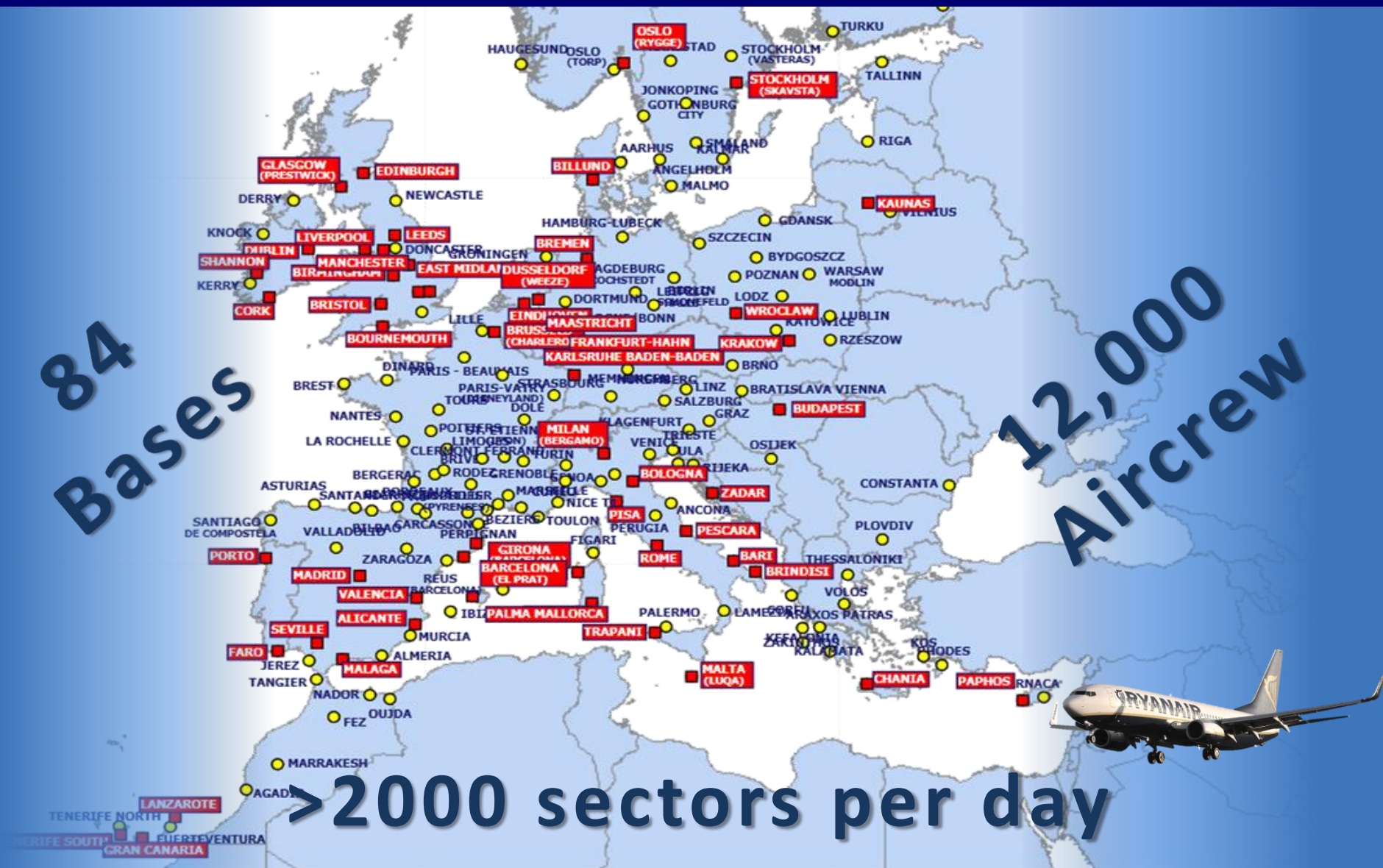






‘CRM in Operation’

- Effective CRM training in a multi-base environment
- Implementation of New AMC
- Instructor Training
- New Entry Pilot CRM
- Command Upgrade CRM
- Combined CRM Training
- Measuring the Effectiveness of CRM Training

Operational Network

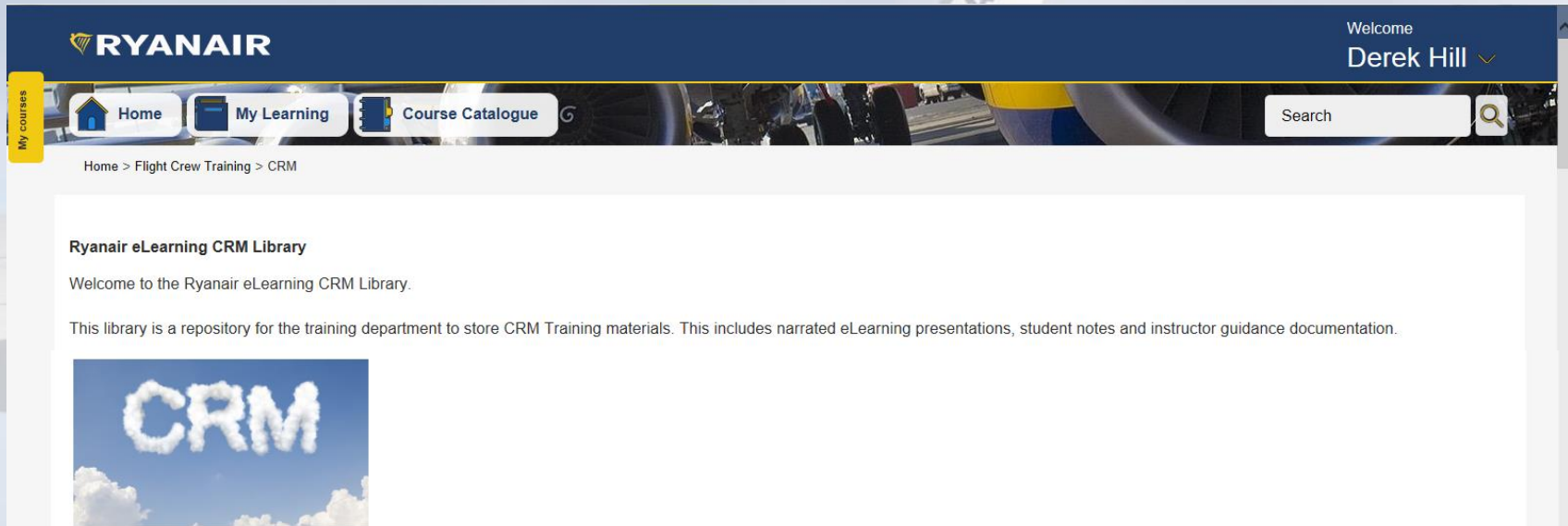


Effective CRM training in a multi-base environment

- 
- Standardisation
 - Standard Operating Procedures (SOPs)
 - Training structure (BTREs, Base Captains)
 - Internal Instructors Only
 - E-learning
 - SMS
 - ✓ (Location/ Operational/ Engineering/ Training feedback)
- 

Implementation of New AMC

- Full review of all existing programmes
- Rewrite of Operations & ATO Manuals
- Strong focus on New topics
- Opportunity
- CRM 'Library'



The screenshot shows the Ryanair eLearning CRM Library website. The header features the Ryanair logo on the left and a user welcome message "Welcome Derek Hill" with a dropdown arrow on the right. Below the header is a navigation bar with three buttons: "Home", "My Learning", and "Course Catalogue". A search bar with a magnifying glass icon is positioned on the right side of the navigation bar. The main content area has a breadcrumb trail "Home > Flight Crew Training > CRM". The title "Ryanair eLearning CRM Library" is displayed, followed by a welcome message: "Welcome to the Ryanair eLearning CRM Library." Below this is a descriptive paragraph: "This library is a repository for the training department to store CRM Training materials. This includes narrated eLearning presentations, student notes and instructor guidance documentation." At the bottom of the main content area is a large image of the word "CRM" written in white, fluffy clouds against a blue sky.

RYANAIR

Welcome
Derek Hill ▾

My courses

Home My Learning Course Catalogue

Search

Home > Flight Crew Training > CRM

Ryanair eLearning CRM Library

Welcome to the Ryanair eLearning CRM Library.

This library is a repository for the training department to store CRM Training materials. This includes narrated eLearning presentations, student notes and instructor guidance documentation.

CRM



Home



My Learning



Course Catalogue

Search



Home > Flight Crew Training > Instructor/Examiner Courses > INSTRUCTOR'S ZONE

CRM Module 1

- Human Factors in Aviation
- General Instructions on CRM Principles and Objectives
- Human Performance and Limitations
- Threat and Error Management




General Instructions, HPL and Human Factors Notes

Not available unless: The activity **Monitoring and Intervention Training Presentation** is complete and passed





Threat and Error Management Notes


Not available unless: The activity **Monitoring and Intervention Training Presentation** is complete and passed

 **RYANAIR**

Welcome
Derek Hill

 Home


 My Learning

 Course Catalogue

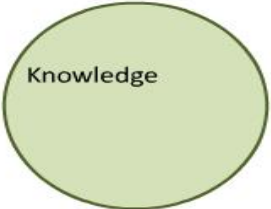
Search

Home > Flight Crew Training > Instructor/Examiner Courses > INSTRUCTOR'S ZONE


Knowledge



write to h...
local w...
sur...
ing I wanted to
know·ledge /'nɒ
(noun) 1 facts, infor
a person through e
theoretical or pra



Knowledge

 **RYANAIR**
Monitoring and Intervention

Displays and controls


System responses


Manoeuvres


Intentions


OUTLINE **NOTES**


Search...


 6. How to monitor


 7. Effective monitoring


 8. Effective monitoring

 **9. Knowledge**





 10. Skill

 11. Experience


 12. Communication

 13. Attitude

9 / 21 03:54 / 12:32

PREV



Welcome
Derek Hill

[Home](#)[My Learning](#)[Course Catalogue](#)

Home > Flight Crew Training > Instructor/Examiner Courses > INSTRUCTOR'S ZONE



Korean Air Cargo Flight 8509

CASE STUDY

Korean Air Cargo Flight 8509



CRM Module Cultural Differences

OUTLINENOTES



6. Hofstede Model



7. Hofstede Model



8. Hofstede Model



9. Impact of Culture on Operations



10. Korean Air Cargo Flight 8509



11. Korean Air Cargo Flight 8509



12. Korean Air Cargo Flight 8509

- Supporting Documentation



Instructor Training



CRM in practice – Cologne 08/11/16



- Teaching & Learning Course
- E-learning (Mandatory New Topics)
- Core Competencies Assessment Training

Behavioural Indicators Guidance

Competency	Competency Description	Grade
Application of Procedures	Identifies and applies procedures	
Knowledge		1
Aircraft Flight Path Management Automation		2
Aircraft Flight Path Management Manual		3
Communication		5

WORD PICTURES

- HOW WELL?** (Green)
- HOW OFTEN?** (Red)
- HOW MANY?** (Blue)
- OUTCOME?** (Yellow)

HOW WELL

- The pilot applied procedures effectively...

HOW OFTEN

- ...by regularly demonstrating...

HOW MANY

- ...all of the behavioural indicators when required...

OUTCOME

- ...which enhanced safety.

RYANAIR CRM TRAINING INSTRUCTOR GUIDANCE

© Ryanair Flight Training Department

Annual Instructor Conferences



New Entry Pilot CRM


 **RYANAIR**

CRM in practice – Cologne 08/11/16



New Entry Pilot CRM

- 2 Days Initial CRM Classroom Training
- Integrated CRM 'Learning Objectives' in FSTD

 RYANAIR		OPERATOR CONVERSION COURSE TRAINING RECORD FULL FLIGHT SIMULATOR LESSON - 1		FORM REF OCC1 300-800 16/09/16	
STUDENT NAME:		CREWCODE:		F/O / CAPT	
EXERCISE	* S / D / R	EXERCISE	* S / D / R		
PREFLIGHT		MANUALLY FLOWN ILS F/D APP with MAX XWC FULL STOP			
NORMAL PROCEDURES		TAKEOFF			
EGPWS / TERRAIN POLICY		CONTAMINATED RWY 6MM SLUSH – RUNWAY LIMITED WT ENGINE FAIL AT 3KTS BEFORE V1 – RTO			
ENGINE START		TAKEOFF			
NORMAL PROCEDURES		NORMAL PROCEDURES			
ABORTED STARTS		APPROACH			
PSEU FAULT – DISPATCHABLE		VNAV NON PRECISION APPROACH			
TAXI OUT & TAKEOFF		REJECTED LANDING FROM 30ft and GO-			
NORMAL PROCEDURES		REPOSITION 12 NMS INTERCEPT HEADING			
ZZK/ASSUMED TEMP TAKEOFF		VNAV NON PRECISION APPROACH to CIRCLING APPROACH			
CLIMB		TAXI IN & SHUTDOWN			
NORMAL PROCEDURES to FL 150		NORMAL PROCEDURES			
SLEW TO CRUISE FL		ADDITIONAL PROCEDURES			
CRUISE					
NORMAL PROCEDURES					
RAPID DEPRESSURIZATION					
EMERGENCY DESCENT					
After Exercise - Restore All Systems To Normal					
DESCENT					
STEP DESCENT from FL100					
TCAS RA WITH CONFLICTING ATC INSTRUCTION (LEVEL FLIGHT)					

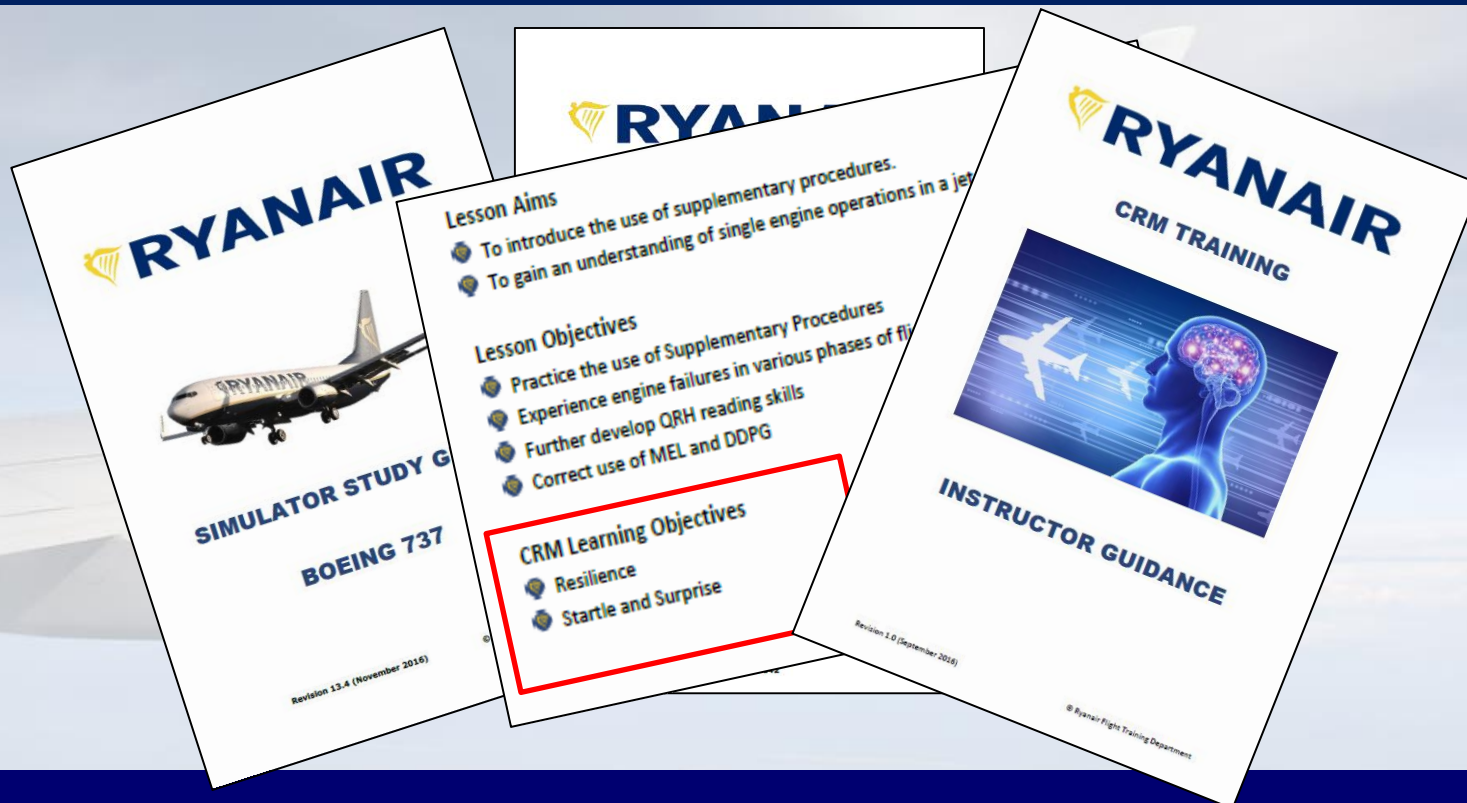


**CRM LEARNING
OBJECTIVES:**

ACTIVE MONITORING, COMMUNICATION, AUTOMATION PHILOSOPHY

New Entry Pilot CRM

- Pre FSTD Study Guidance (Students & Instructors)
- Pre FSTD Facilitated Briefing
- CRM topics integrated into FSTD Lesson Plans
- Facilitated de-briefings





CRM From a Commander's Perspective

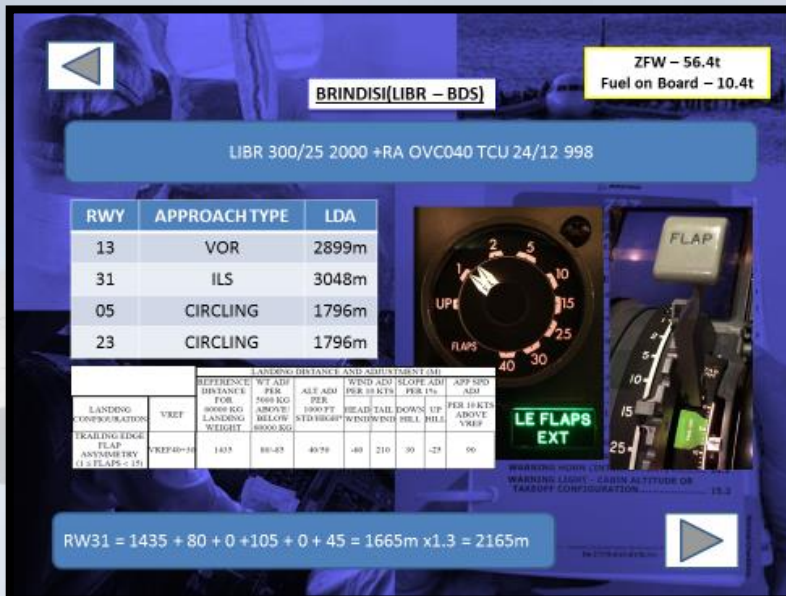
- New pre-course e-learning CRM modules
- Course preparatory material
- OFMT (Operational Flight Management Training)



KEYNOTE ADDRESS - DECISION MAKING His Honour Judge Tudor Owen, Immediate Past Master, Guild of Air Pilots and Navigators / Honourable Company of Air Pilots

Operational Flight Management Training (OFMT)

- How do you learn to make good decisions?
 - ✓ Experience of making bad decisions!!
- Scenario Based Management Training
- TRE Facilitator
- Core Competencies Self Assessment Exercise
- NN Scenarios, Real Time under Peer Review
- Knowledge, communication, decision making, procedures



BRINDISI (LIBR - BDS)

ZFW - 56.4t
Fuel on Board - 10.4t

LIBR 300/25 2000 +RA OVC040 TCU 24/12 998

RWY	APPROACH TYPE	LDA
13	VOR	2899m
31	ILS	3048m
05	CIRCLING	1796m
23	CIRCLING	1796m

LANDING DISTANCE AND ADJUSTMENT

REFERENCE DISTANCE FOR 3000 KG LANDING WEIGHT	WIND ADJUSTMENT PER 10 KTS	ALT ADJUSTMENT PER 1000 FT	WIND ADJUSTMENT PER 10 KTS	WIND ADJUSTMENT PER 10 KTS	WIND ADJUSTMENT PER 10 KTS	WIND ADJUSTMENT PER 10 KTS	WIND ADJUSTMENT PER 10 KTS	WIND ADJUSTMENT PER 10 KTS	WIND ADJUSTMENT PER 10 KTS
1435	80	45	40	70	40	210	30	25	90

LE FLAPS EXT

RW31 = 1435 + 80 + 0 + 105 + 0 + 45 = 1665m x 1.3 = 2165m



- New pre-course e-learning CRM modules
- Course preparatory material
- OFMT (Operational Flight Management Training)
- FSTD CU CRM Learning Objectives
- LOFT (Dedicated CRM Briefing)
- Command Upgrade Line Training (Quality of LTC)
 - LTCs complete internal 'Core Course'
 - LTCs complete CRM Assessor Training
 - LTTD
 - CU 'Competency Checklist'


Combined CRM Training

 **RYANAIR**

CRM in practice – Cologne 08/11/16



- **Scenario based group training**
 - Flight and Cabin Crew of mixed rank
 - Split into small, mixed groups
 - Similar format to OFMT training
- **Based on real events (SMS feedback)**
 - Multiple scenarios (instructor choice)
- **Flight Crew or Cabin Crew CRM(T) Facilitator**
 - Detailed instructor guidance provided
- **Conducted 'in-base'**
 - Training with crew you operate with
- **Multiple choice outcomes based on real decisions made**
 - Good and bad decisions made – instructor feedback

- 
- CRM integrated into all elements of SEP training
 - Classroom elements
 - Aircraft and / or Cabin Trainer
 - CRM within non-normal scenarios
 - Focus on interaction between flight and cabin crew

Measuring the Effectiveness of CRM Training

- Course Critiques from students
- Instructor Feedback
- Core Competency assessment and data capture
 - ✓ Bespoke training programs for individuals in need of increased training and oversight
- Safety Management System (SMS)
 - ✓ Daily Air Safety Report (ASR) review
 - ✓ Weekly Management review
 - ✓ Monthly OFDM report and review

- **OFDM Trustee system**
 - ✓ Confidential, Prompt, Appropriate, Just-Culture driven management response
- **Quarterly Safety Committee report**
 - ✓ Postholders to AM (fundamental to reports is OFDM)
- Ryanair Board **Director of Safety** quarterly reports to Chairman and Board
 - ✓ **Corporate Safety Strategy Goals and Objectives**

Measuring the Effectiveness of CRM Training

CRM in Operation is not just about individual performance, it is about **organisational performance.**





Thank you