

**AEROTEAM**

**MAYDAY**

CRM TRAINING CONCEPT

LEARNING EFFECT?

TRAINING TEAMWORK?

LEARNING GAMES

SIMULATIONS?

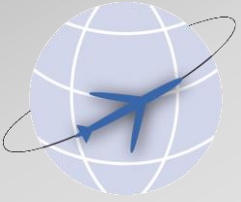
NOTECHS?

**BENEFITS OF LEARNING GAMES AND SIMULATIONS  
IN THE CLASSROOM ENVIRONMENT**

**BY**

**SØREN SEINDAL AGNER**

**AEROTEAM**



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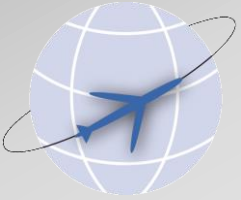
CRM TRAINING CONCEPT

**T**ell me and I forget

**T**each me and I remember

**I**nvolve me and I learn

**Benjamin Franklin**



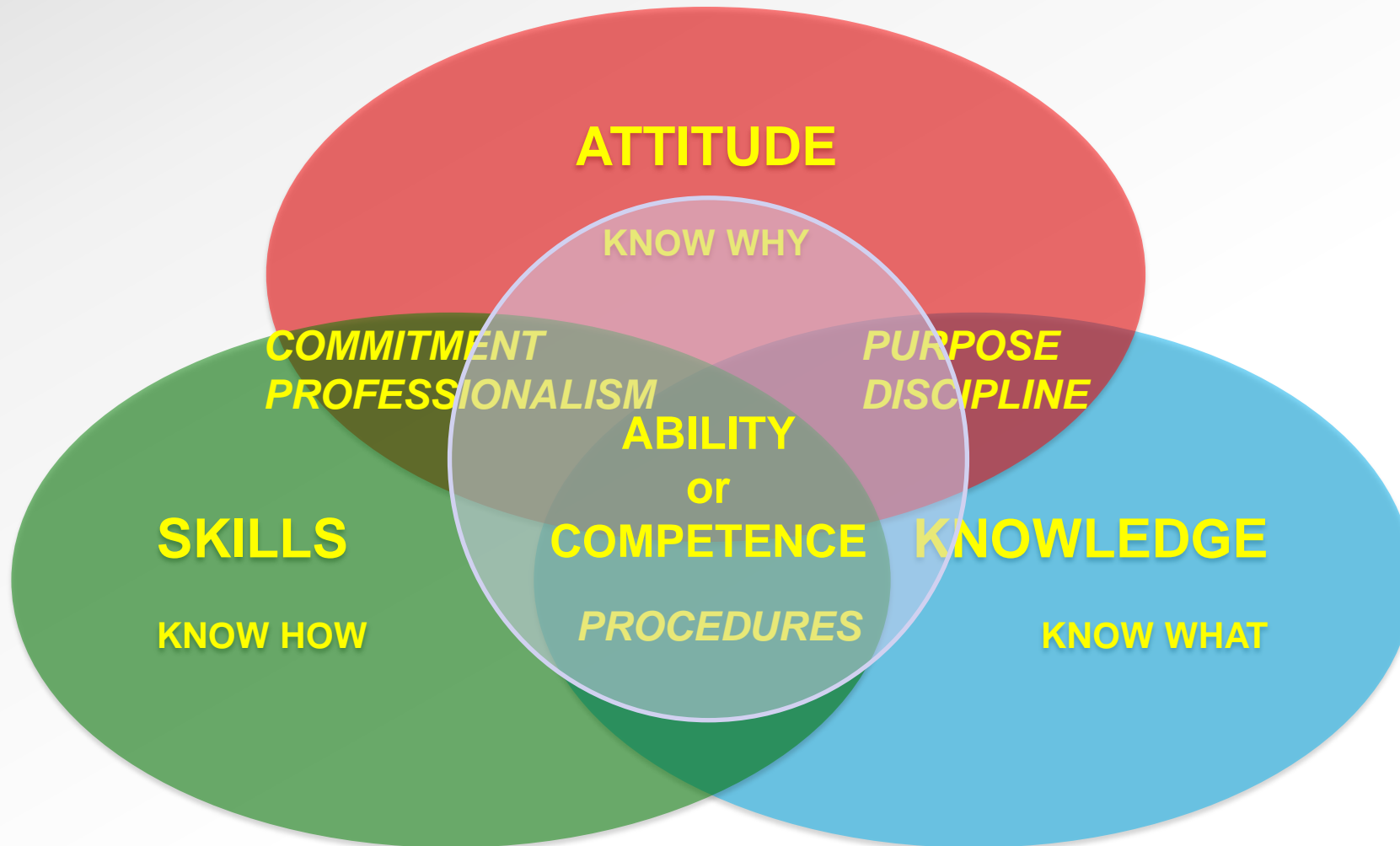
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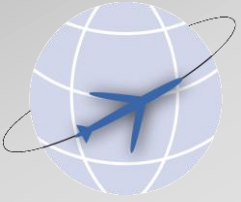
# ABILITY

SYNERGY OF YOUR ATTITUDE, KNOWLEDGE AND SKILLS

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CRM TRAINING CONCEPT





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# NOTECHS Categories

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CRM TRAINING CONCEPT

**TEAMWORK**

**LEADERSHIP &  
MANAGEMENT  
SKILLS**

***SOCIAL SKILLS***

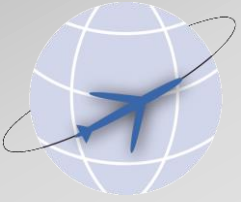


**SITUATION  
AWARENESS**

**DECISION MAKING  
SKILLS**

***COGNITIVE SKILLS***





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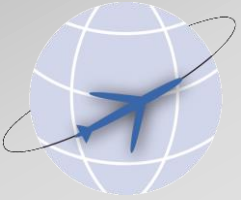
# SIMULATION

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CRM TRAINING CONCEPT

- ✈ Learning games are Simulations
- ✈ Learning by Doing or
  - ✈ Learning by Simulation
- ✈ Simulation creates a situation where ideas, decisions, or actions can be tried out
- ✈ Consequences are visible
- ✈ No actual risk





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# TRAINING



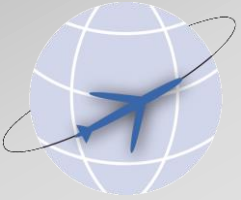
TECHNICAL SKILLS  
FLYING SKILLS  
Non-technical Skills



NON-TECHNICAL SKILLS  
COMPETENCE and ABILITY







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CRM TRAINING CONCEPT

# TRAINING



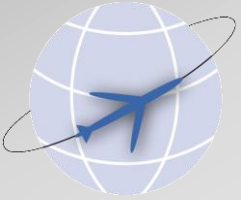
**SKILLS**

TECHNICAL SKILLS  
FLYING SKILLS  
Non-technical Skills

**ATTITUDE**

NON-TECHNICAL SKILLS  
COMPETENCE and ABILITY

**ABILITY /  
COMPETENCE**



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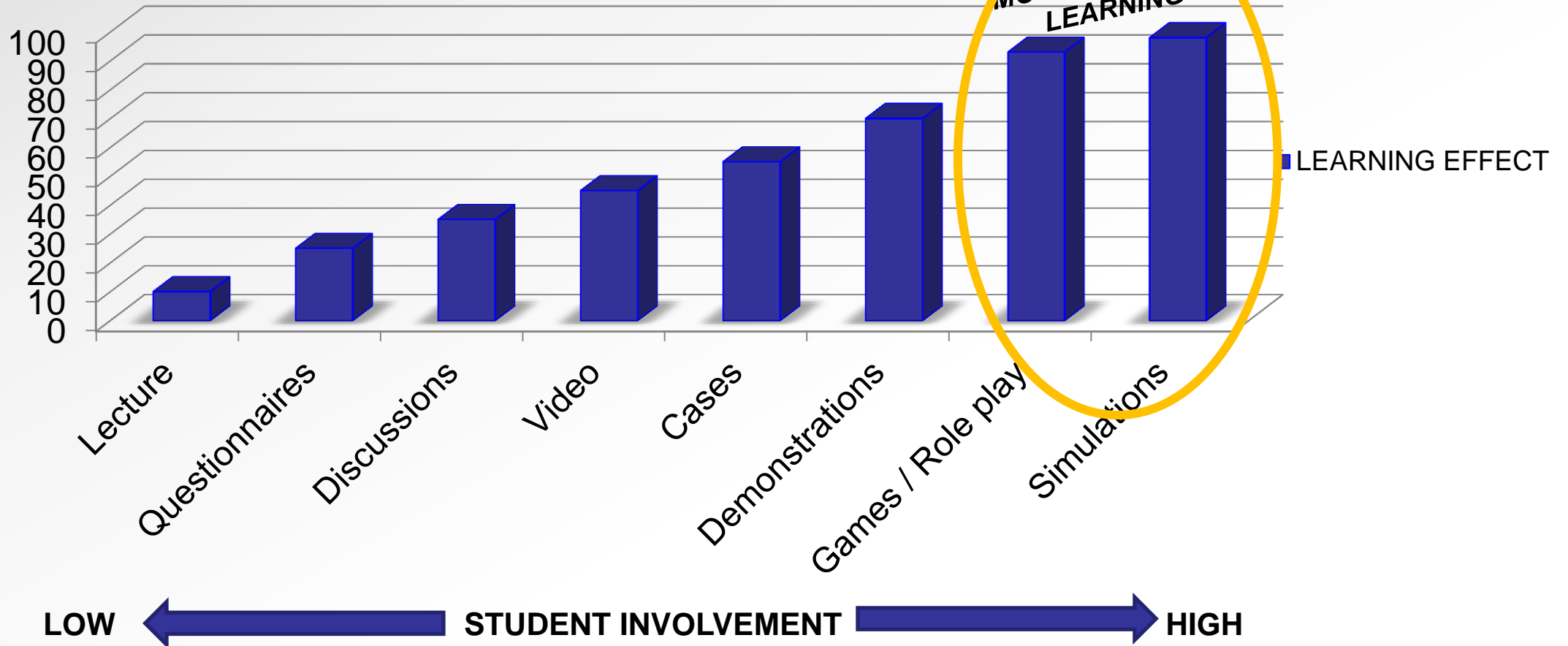
# EFFECTIVE LEARNING METHODOLOGIES

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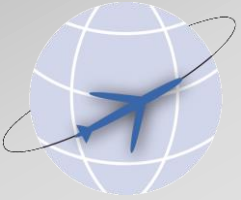
CRM TRAINING CONCEPT

LEARNING  
EFFECT

## LEARNING EFFECT







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# LEARNING GAMES

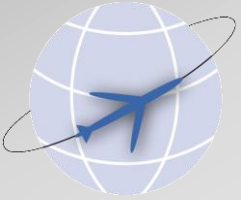
ANALOGUE OR DIGITAL

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*FOCUSPOINT: Learning – Not entertainment*



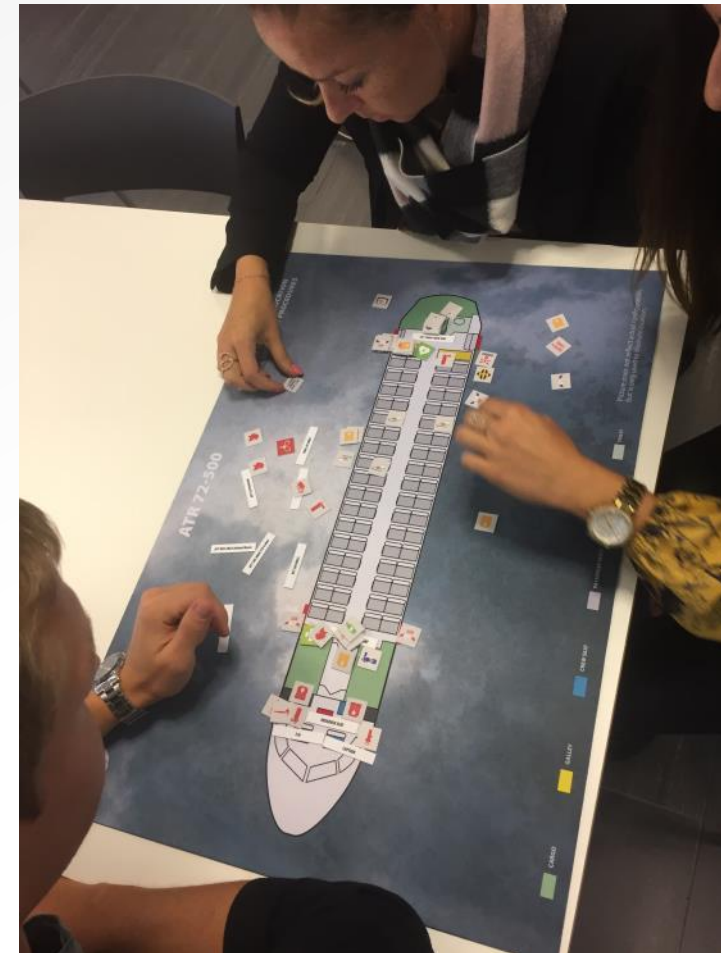
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# SOCIAL LEARNING

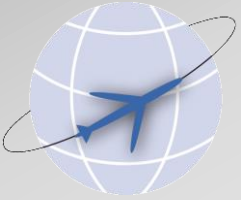
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CRM TRAINING CONCEPT

- ✈ Safe to be challenged
- ✈ It is OK to make mistakes
- ✈ Mistakes can be evaluated
- ✈ Individual learning → in a dynamic social environment
- ✈ Assessment of Non-Technical Skills (observable behaviours)







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# DILEMMA

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**Weather at destination** ②

Check-in 1.3

Weather is deteriorating and snow clearing of runways is possible

*A: Load extra fuel*

*Default: Stick to the original fuel calculation.*

BCN-CPH

Mayday 1.0 event card no. 4

**Oven and coffee machine have no power.** ②

Preflight 2.4

There is no power in two outlets out of six in forward galley.

*A: Call for a technician to fix the outlets.*

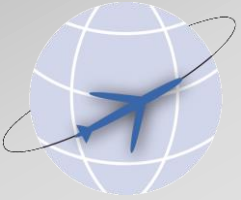
*B: Check C/B and call for a technician to disconnect the two outlet modules.*

*Default: Use other outlets*

BCN-CPH

Mayday 1.0 event card no. 10





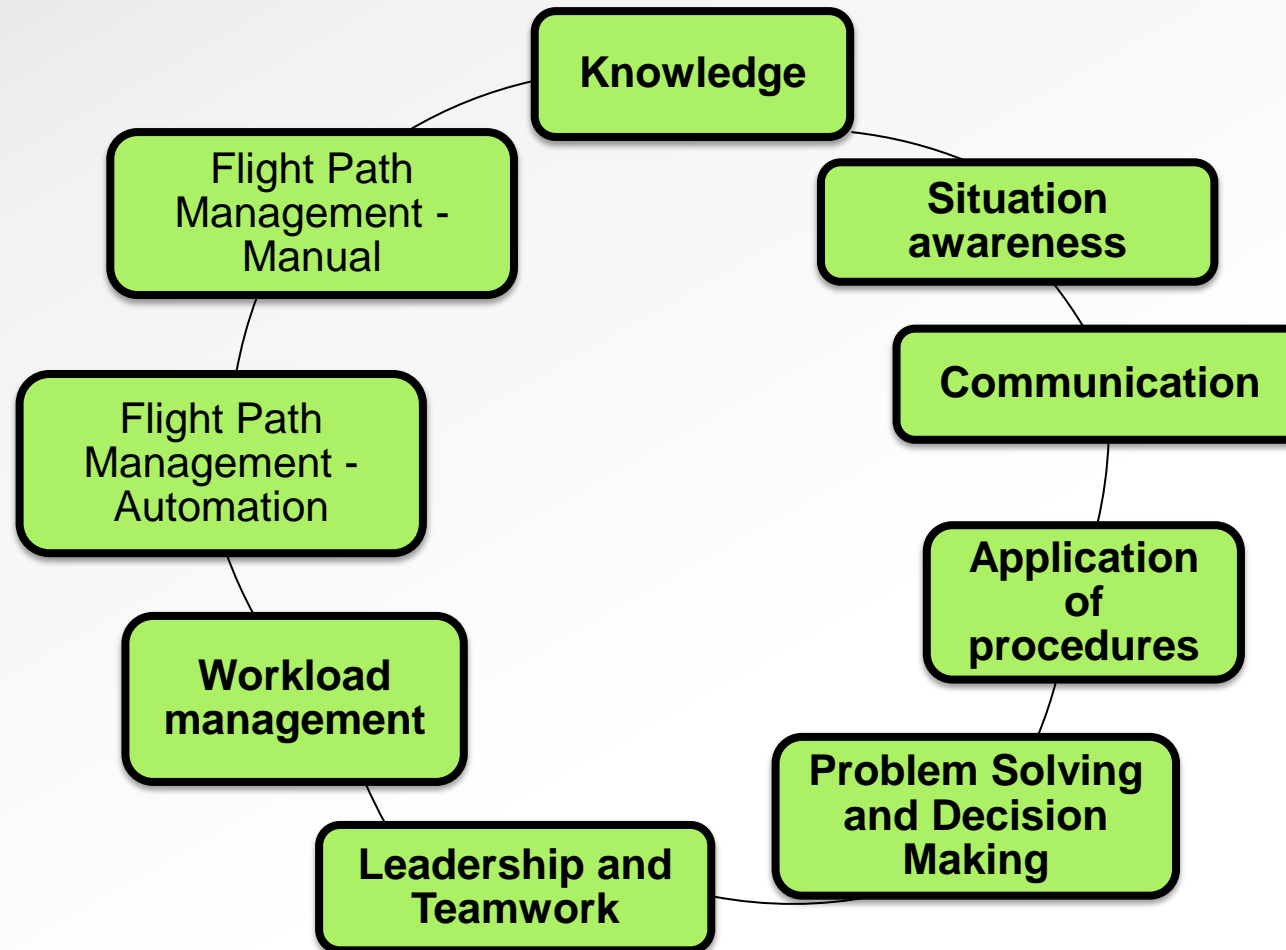
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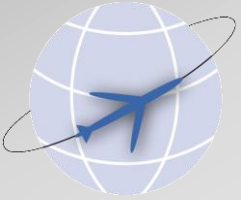
# 9 CORE Competencies

## ICAO EBT Doc 9995

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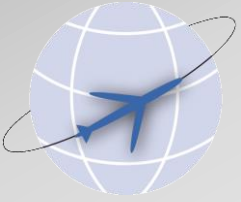


# SUMMARY

- Introduction of Learning Games into crew training will:
  - ✈ Enhanced the learning effect by active participation
  - ✈ Enhance the Non-technical Skills of the crew
  - ✈ Connect classroom training to the real world
  - ✈ Define problem areas for future training (EBT)
  - ✈ Enhance Instructor's Competence in Assessment







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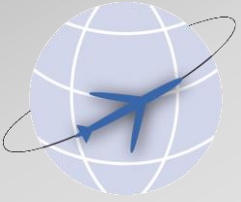
# SUMMARY

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CRM TRAINING CONCEPT

- Introduction of Learning Games into crew training will:
  - ✈ Assessment of visible behaviours
  - ✈ Increase the value of the simulator training
  - ✈ Provide cost effective, efficient and fun classroom training
  - ✈ Engage and motivate the participants
  - ✈ Provide possibility for Assessment of CRM Skills in the classroom





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# Summary

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 Learning games has to be:

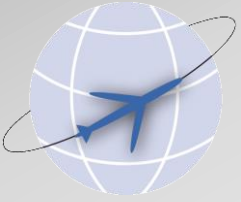
**Realistic** – a simulation of reality

**Simple** – simple presentation of complex problems

**Precise** – clear and precise learning objective

**Well designed** – focus on the *learning*, not technology

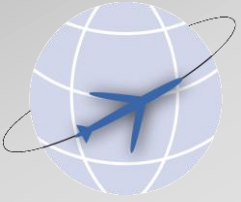
**Measureable** for the learning effect.



## ✈ Benefits of Introducing Learning Games into Crew Training

- ✈ Increase the Learning Effect of CRM Training
- ✈ Enhancement of Simulator Training
- ✈ Enhancement of Crew Competencies
- ✈ Assessment of Non-Technical Skills
- ✈ Observation of Behaviours – Future training
- ✈ Cost Effective Training – Value for money





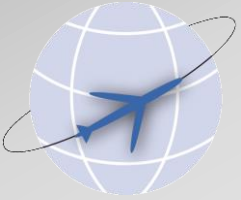
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*“Education is NOT the learning of facts,  
It is the training of the mind to THINK!”*

*Albert Einstein*



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# WHO WAS I?

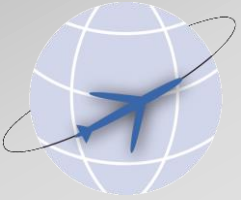
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CRM TRAINING CONCEPT

## ✈️ **Søren Seindal Agner, AEROTEAM**

- ✈️ Tour Guide, Cabin Crew, Operations
- ✈️ Pilot
  - ✈️ Danish Air Transport (Short 7)
  - ✈️ Scandinavian Airlines (MD80)
- ✈️ Ground Instructor – ATPL
- ✈️ CRM Trainer / Examiner
- ✈️ Multi Crew Course Instructor (MCCI)
- ✈️ Training Manager
- ✈️ Member of The Danish Flight Safety Council since 2010
  - ✈️ Human Factors in Civil Aviation



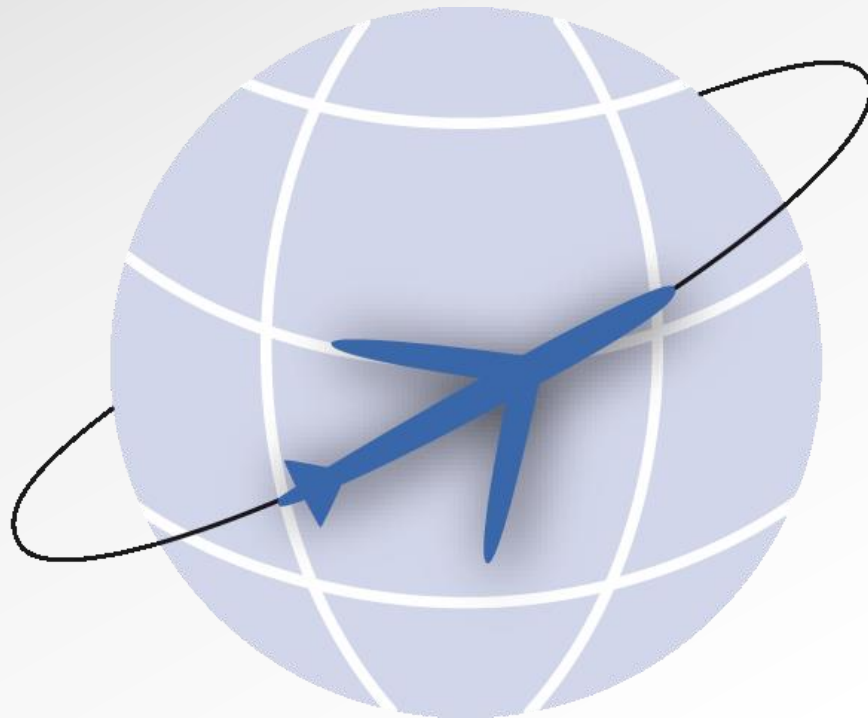


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THANK YOU FOR  
YOUR ATTENTION!

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CRM TRAINING CONCEPT



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...if everything seems under control, you're not going fast enough...