

Crew/Team Resource Management

Our Vision

At PRIMEXL we aim to be the partner of choice in the creation of better organisations and better lives.

Our Values

We value:

- **Meaningful relationships**
- **Premium quality services**
- **Innovation** – we are always looking for ways to add more value to our clients
- **Accountability for our performance**

For more information about our suite of solutions, please contact:

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Crew/Team Resource Management

“For better recognition and utilisation of all available resources, information, equipment and people to achieve safe and efficient operations.”

The roots of Crew Resource Management training can be traced from the outgrowth of NASA research into the causes of air transport accidents. The research presented at this meeting identified the human error aspects of the majority of air crashes as failures of interpersonal communications, decision making, and leadership. Since that time CRM training programs have proliferated in the United States and around the world. Crew Resource Management or Team Resource Management has now been adopted by a range of industries internationally.

Team Resource Management is an established program that aligns team members to achieve common goals without incidents.

PRIMEXL’s Team Resource Management program is applicable wherever more than one person works on a task to achieve an incident free outcome. The larger the team and the more complex the technology, the more there is a need for up-skilling in Team Resource Management.

The aim of the Team Resource Management program is to develop positive attitudes and behaviours towards teamwork skills and human performance in reducing or minimising the number and impact of teamwork related incidents.

Targeted at high reliability organisations (e.g. oil and gas, nuclear, mining, health sector, aerospace, air traffic and emergency response) and safety sensitive sectors, the Human Factors program can be customised to a half day seminar, one (1) or three (3) day workshop using adult learning principles matched to your organisational needs.

PRIMEXL's Crew/Team Resource Management Program can be custom designed to suit an organisation based on the following major outcomes:

- Five Elements of CRM: Inquiry, Advocacy, Conflict Resolution, Decision Making, Critique/ Feedback
- Communication/interpersonal skills
- Situational Awareness
- Problem-solving / Decision-making / Judgment
- Leadership/"followership"
- Stress Management
- Post-task debriefing
- Preparing for future challenges