

INITIAL AND REFRESHER COURSE DISPATCH RESOURCE MANAGEMENT



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2 Days Training Course (14 hrs)

Working in aviation business comes along with ad hoc decisions and short term changes. A lot of decisions are requested day by day, hour by hour. In peak times, the stress factor can be so high that a rational prioritization of the current problems is impossible.

This requires flexibility and a big amount of stress resistance.

However, during the last decades human performances have been the highest risk (approx 80% of incidents refer to human errors) for aviation business.

Therefore ASISTIM would like to raise your awareness on the risk to fail and offers you an intensive and interactive psychologically based two days training for your flight operations control employees or flight dispatchers.

Training Materials

The costs of the training materials are included in the tuition fee. Materials used during the course stay with the students as reference documents for them to take home or keep at work.

Course Targets

The aim of this course is:

- to raise the awareness on the risks that should be considered when doing flight planning or working as operations controller
- to provide a summary of current theory and research that is pertinent to aviation human factors
- to use an interactive playground with constructed conditions as examples for real stress situations.

Certificate

All students earn a certificate after completion of the course and passing the exam by more than 80%.

The certificate confirms that the recipient has successfully completed the attended courses and also displays the training content as well as the total classroom hours.

COURSE CONTENT

Dispatch Resource Management

- ✈ Social competence and skills
- ✈ Working in a team
- ✈ Communication
- ✈ Conflicts and discussion
- ✈ Emotions and impact
- ✈ Introduction
- ✈ Human information processing
- ✈ Ergonomics
- ✈ Automation
- ✈ Situational awareness
- ✈ Decision making
- ✈ Teamwork and leadership
- ✈ Communication
- ✈ Fatigue
- ✈ Stress
- ✈ Self-perception and perception of others
- ✈ Practical group work

Tuition Fees

The tuition fee for this course is **420,-EUR** excluding tax. After completing the application form, you will receive a confirmation as well as an invoice. Payment is due upon receipt. Cancellation 30 days or less prior course begin shall entitle ASISTIM GmbH to charge 50 % of the tuition fee. Cancellation 14 days or less shall entitle ASISTIM GmbH to charge the full

Accommodation

ASISTIM holds a limited number of hotel rooms at special conditions for our course participants. In case you need accommodation, please contact our Training Department as early as possible.

ENROLMENT

Herewith I would like to apply for the 2 day Initial and Refresher Dispatch Resource Management course in Hanover, Germany.

Course date

Applicant's first name

Applicant's last name

Department

Position

Phone

Fax

Email

Company

Address

Name Head of Department

Date

Signature

Please fax this enrolment form to:
+49 (0) 511 450 318 15

or email it to:
info@asistim.com

Contact

ASISTIM GmbH
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Theaterstr. 3
30159 Hannover
Germany

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I need a hotel room
I don't need a hotel room

REFERENCES

SOME OF ASISTIM'S TRAINING CUSTOMER REFERENCES ...

