



Course aim

The Team Resource Management (TRM) course is designed for participants with operational working experience in Air Navigation Service Providers. After completion of this course, the participants have knowledge and skills regarding the importance of good teamwork.

Course structure

The methods and the course duration (1 – 3 days) are adapted to the background of the participants and the group size. Teaching methods can be a mix of classroom lessons, group exercises, facilitated discussions, and case studies.

Content in brief

The course covers topics such as, but not limited to:

- Course introduction which covers the historical development of TRM and the reasons for its wide application within ATM.
- Ways to improve awareness and understanding of teams and teamwork.
- Situational awareness and decision making.
- Safety-related issues concerning teams and teamwork.
- Ways in which communication is performed within ATM/ATC and their effects on safety.
- The effects of a dynamic and everchanging environment.
- Ways in which teams are affected by declining performance of an individual or the group.
- Understanding conflict within the team and how to handle it.
- Application of acquired knowledge through various case studies, practical exercises, and facilitated discussions.

Prerequisites

- Background as an Air Traffic Controller, Air Traffic Services Operator, or equivalent.
- We recommend a minimum English language proficiency of ICAO level 4.

Compliance with regulations

- Compliant with Commission Regulation (EU) 2015/340 AMC, Part-ATCO.D.080 (b)(3) Human factors training – Continuation training requirements.
- May serve as part of Continuation training (Refresher Training in Human Factors).