

## EASA

First we would like to say that we are thankful for the opportunity to have a say and hopefully influence in shaping the future training in CRM and human factors areas.

We speak with a background of being providers of courses and training in areas that are related to human factors. Primarily we provide courses for aviation personnel, but we also spread the thoughts and the concrete learning that have been achieved in the aviation industry over the last three decades to other industries, such as railroad industry, project management and health organizations. When meeting people from other industries and listening to their thoughts and ideas it becomes clear that we in the aviation industry are ahead of the other industries when it comes to human factors areas. We take this as a clear sign that the CRM training and human factors training, that has taken place over the last many years, has had an impact.

We have read the NPA 2014-17 document with interest. We have noted that we are not the only ones who feel the need for taking CRM to new levels. Also that future CRM should include a level of “startle” effect. It is our profound belief that no learning or change in behaviour will take place without emotion and reflection. And that is what we have spent years trying to achieve in our training.

Training in human factors areas are quite different from training in theoretical subjects, which can be taught with the help from CBT training or simply books or texts. This is nothing new. We agree with many a colleague in this area; we would be sad to see group sessions being overtaken by CBT.

We believe that humans move mentally through interaction with other humans and we believe that the CRM facilitator must touch the participants emotionally, so that each participant reflects. If this does not happen, it will all just have been words that moved nothing.

At NaviMinds our training is based on interactive facilitation and we endeavour to promote learning through excitement, surprise and startle effects as a part of all of our exercises and role plays. We have years of experience. Our pursuit, passion and creativity for years have taken us where we are today; a growing company that has developed many new, eye-opening angles to existing CRM programmes.

We are of course open to answer questions and explain more in depth how we work, but we think we can do better by inviting a person/persons with a relevant background from the EASA administration/rulemaking group to one of our CRMI core courses in Copenhagen. We would like to show you how we see the future CRM training done. This will of course be completely free of charge. All we ask in return is to get feedback and the possibility to share and exchange thoughts and ideas. And of course, we have a slight hope that our ideas could contribute towards shaping future CRM programmes.

Our next CRMI core course is in October from 20th to 24th in the heart of Copenhagen and included in the course is:

5 days classroom training, extensive instructor training manual in hard copy, lesson plans for each topic, student handouts, power point presentations, course material on a memory stick, copyright permission for the use and reproduction of the course manuals and handouts for internal training, certification on completion of course, quality lunch and refreshments throughout the day and easy access from Copenhagen Airport and City Centre.

It will be a pleasure for us to welcome you to one of our courses. As mentioned next course is in October, but we conduct a CRMI core course approximately once per month.

Please feel free to return to us with questions - or with a sign-up for our course ☺

Kind regards

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