

Crosby
aviation training



DISPATCH RESOURCE MANAGEMENT

Overview





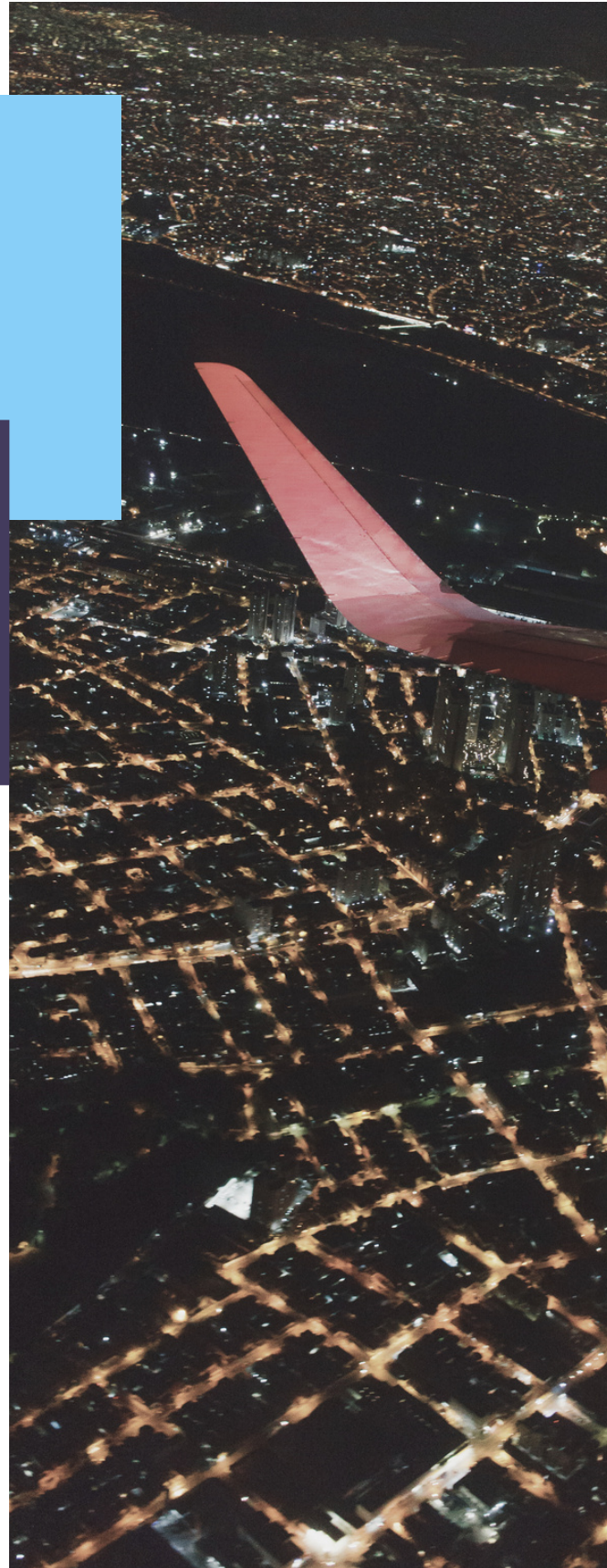
DISPATCH RESOURCE MANAGEMENT

What is it?

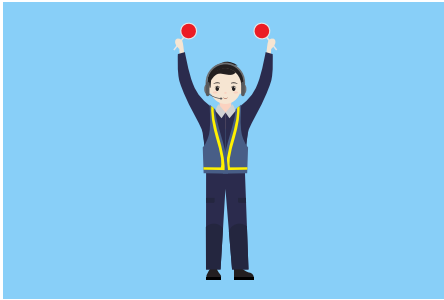
DRM is an evolution of Crew Resource Management (CRM). DRM is the effective use of all available resources for personnel to assure a safe and efficient operation, reducing error, avoiding stress and increasing efficiency. It is tailored specifically for those operationally involved in the dispatch process.

Designed by a fully qualified CRM trainer with 19 years experience in aviation operations, what sets DRM apart is its bespoke nature. Taking the principles of effective CRM and applying them directly to the operations and ground support departments.

The FAA mandates this training for all operators. Some UK operators will send operations staff to crew CRM sessions and, whilst this should be commended, we see DRM as not only best practice, but best fit.



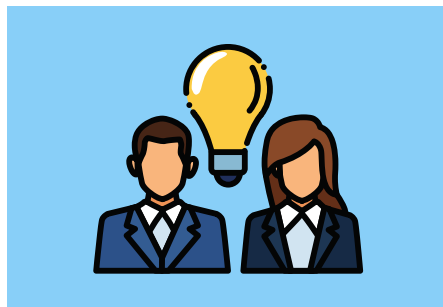
WHO IS IT FOR?



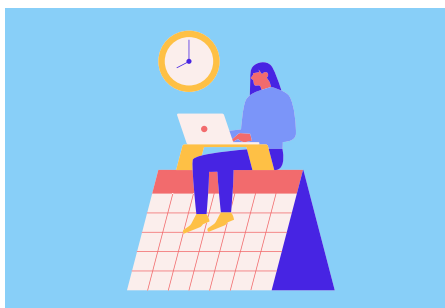
Ground Support



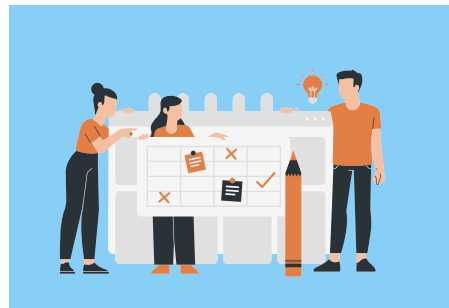
Operations Team



Management

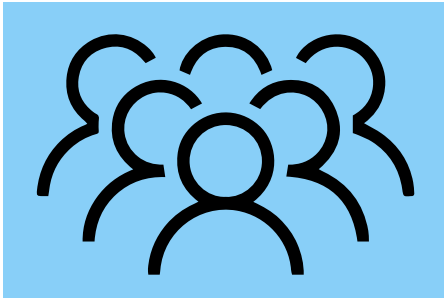


Crew Schedule Planners



Pre-Ops Planning

DELIVERY OPTIONS



Open Cohorts

Open cohort courses are held regularly at an easily accessible, central training facility.

For information on dates and prices visit:



Closed Cohorts

Closed cohort courses can be held at our training facility or on location at your organisation. Closed cohort courses will also benefit from our bespoke consultancy.

Bespoke Consultancy



Impact Review Analysis

Kirkpatrick model analysis



Organisational Alignment

Aligning the delivery to your organisational mission and values



Departmental Threats & Barriers

Analysis of top risks to target design



Delivery

Facilitated delivery to ensure all learning objectives are met



Case Study Selection

Specially selected case studies based on targeted objectives

MODULES Covered



History of DRM



SMS & SOPs



Fatigue Management



Personalities & Cultures



Error Management



Leadership



Teamwork



Effective Communication



Situational Awareness



Decision Making



Perception



Monitoring & Intervention



Surprise & Startle



Workload Management



Wellbeing



Attitudes & Behaviours

Meet **THE TEAM**



Gemma Aiuto-Turner

CEO

Gemma's aviation career began in 2001. After spending 4 years in the RAF, Gemma has spent time within General Operations, Private Jets, and Scheduled operators as a Duty Operations Manager before specialising in OCC training. 6 years ago; Gemma set up Crosby Aviation Training to support the Operations Control's continued professional development across the UK and European. Since then, Gemma has been awarded 'Trainer of the Year' and supported EASA with their training provision and many others.



Rich Coopey

COO

Rich's aviation career began in 2004 when he joined the RAF aged 18. The next 12 years were spent in an operational environment, culminating in a re-branch to SNCO Fighter Controller. Since leaving, Rich has spent time with scheduled operators and over 5 years at a mixed non-schedule, part SPO and SAR operator, leaving his supervisor role in 2016. Rich is also a fully qualified Crew Resource Management Trainer (CRMT), with over 4 years experience delivering to a diverse range of roles.

Feedback

"I THOROUGHLY ENJOYED THE SESSION AND FOUND IT HIGHLY RELEVANT TO THE ROLE. IT WAS A HEALTHY BLEND OF DISPATCH/OPERATIONS RELATED MATERIAL AND 'TRADITIONAL' CREW RESOURCE MANAGEMENT ELEMENTS. THE TRAINERS MADE THE COURSE ENGAGING, INTERACTIVE AND ENJOYABLE - I WOULD HIGHLY RECOMMEND THIS COURSE FOR FUTURE MEMBERS OF THE DEPARTMENT. THANK YOU!"

Operations Controller
International scheduled passenger operator

"WOULD HIGHLY RECOMMEND, MUCH MORE VALUE THAN THE USUAL CRM COURSES"

Operations Controller
International scheduled passenger operator

"I'VE WORKED IN AVIATION FOR 18 YEARS IN OPERATIONAL ROLES ACROSS DIFFERENT COMPANIES AND THIS WAS THE MOST ENGAGING COURSE I HAVE ATTENDED. EXCELLENT DELIVERY!"

Operations Controller
International scheduled passenger operator

"I GENUINELY THOUGHT THE COURSE WAS EXCELLENT, EVEN MORE SO THAT IT WAS ACTUALLY TAILORED TO US WORKING ON THE GROUND AS OPPOSED TO SIMPLY BEING ABOUT PEOPLE WHO FLY"


Operations Controller
International scheduled passenger operator


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CONTACT US

For Further Information

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