

Dispatch Resource Management - Airline Operations Control Human Factors

Learn how to prevent incidents and improve dispatch team performance through coordination and communication.



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COURSE CONTENT

Educate AOC personnel on the counterpart to Crew Resource Management, which will provide the tools to resolve conflicts and manage threats and errors. Learn about the interpersonal relationships and coordination requirements involved in decision-making and communication within the AOC. This training focuses on the dispatcher and equips students with tools and insights to detect stress and avoid errors commonly made during human interaction. The DRM curriculum is designed to help prevent aviation incidents and accidents by improving team performance through coordination and communication. Case studies are reviewed and aircraft incidents and accidents related to dispatch errors analyzed and discussed.

WHO SHOULD ATTEND

This training is designed for all Airline Operations Control personnel involved in flight operations planning, scheduling, maintenance, ramp operations and other supporting AOC functions.

WHAT YOU WILL RECEIVE

A comprehensive package of training and reference materials; charts, maps and navigational information; a Jeppesen Academy organizer, and a Jeppesen graduation certificate.

AVAILABLE CLASSES

Courses are available at Jeppesen and partner training centers worldwide. View our online course locations for a facility near you. Courses may also be delivered at the customer facilities upon request. Contact us today for more information.

CLASS SIZE

Maximum class size is twenty four (24) students, call for minimum.

COURSE LENGTH

The International Flight Planning for Dispatchers course is two days in length.