

# Jeppesen Training Services

## DECISION MAKING & ERROR MANAGEMENT TECHNIQUES

### COURSE DESCRIPTION

The decision making and error management techniques course is designed to provide you with the tools to improve coordination and communication through an understanding of cultures and cultural learning styles. Students will learn aeronautical decision making (ADM) best practices, how to manage common threat and error (TEM) techniques, and how to anticipate and avert errors through preventative measures.

### COURSE BENEFITS

Improve your crew awareness and receive the practical tools and techniques to use to identify threats. The content of this course will help you to manage errors as they occur and anticipate errors as they occur and prior to their occurrence. The main focus of this course is on preventative measures that avert errors. Crews will be provided with a number of educational advantages, including:

- Management of crew awareness
- Practical tools and techniques for threat management
- Stress management and error avoidance
- Aviation incident and accident prevention techniques
- Aircraft incident case study analysis and discussion

### COURSE CONTENT

- Aeronautical Decision Making (ADM)
- Risk Management
- Threat and Error Management (TEM)
- TEM Briefing and Debriefing Checklists
- TEM Countermeasures
- Communication Management
- Resource Management
- Stress & Fatigue Management
- Automation Management
- Operational Command Management
- Leadership Management
- Conflict Management
- Workload Management
- Situational Awareness
- Controlled Flight Into Terrain (CFIT)
- 8 EMT Take-aways

### WHO SHOULD ATTEND

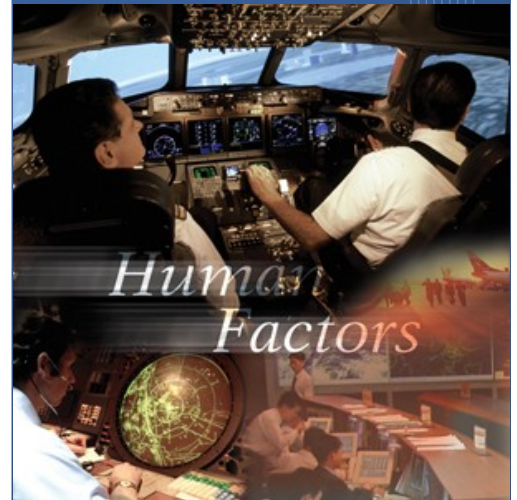
If you are a flight officer, check airman, training captain or representative of a local government regulatory agency, this course was designed with you in mind.

### COURSE LENGTH AND PRICING

The EMT course can be delivered in 1-day, 2-day, or 3-day formats depending upon the depth of content desired. Pricing is based upon training location and duration. Contact us for more information.

### TRAINING LOCATIONS

Groups with more than seven (7) students can schedule custom class dates at Jeppesen or Boeing worldwide training facilities, or at the customers training facility.



### CONTACT US

**MAIN HEADQUARTERS**  
Americas: 303 328 4423  
Europe: +49 (0) 6102 5070

**E-MAIL**  
[jeppesenacademy@jeppesen.com](mailto:jeppesenacademy@jeppesen.com)

### ONLINE INFORMATION

**Course Details:**  
[www.jeppesen.com/emt](http://www.jeppesen.com/emt)

**Registration:**  
[www.jeppesen.com/trainingregistration](http://www.jeppesen.com/trainingregistration)