



## SUMMARY

This course presents an introduction to command for flight crews.

The course covers the basic concepts of motivational leadership, communication skills, and conflict resolution. Particular emphasis is placed on strategies and techniques for successful workload management, conflict management, good CRM practises and the roles and responsibilities of the Senior First Officer position.

The course includes a scenario that applies all of the leadership and communication skills to a simulated in-flight emergency scenario.

## TARGET POPULATION

The Pelesys Introduction to Command course is intended for Professional Pilots. In particular, the course is presented for pilots upgrading to Senior First Officer positions.

## REGULATORY COMPLIANCE

- ICAO / EASA / FAA
- Maintenance compliance with IOSA standards

Versions Available:  
Standard

Course Length:  
1 hr 00 min

## LESSON 01: Elements of Leadership

In this lesson we cover the leadership elements associated with flight crew duties:

- Rights and responsibilities
- Flight crew hierarchy
- Senior First Officer – roles and responsibilities, training
- Crew Resource Management (CRM)
- Leadership
- Workload management
- Communication skills/process
- Communication barriers
- Sources of conflict
- Conflict resolution and conflict management
- FORDEC: structural decision making

## LESSON 02: Flight Deck Management

In this lesson, we cover:

- Crew duties
- Senior First Officer responsibilities
- Abnormal situations
- Scenario: North Atlantic Flight

## LEARNING TIME AND RUN TIME

This course has a learning time of: (run time plus additional time per page to account for understanding learning points)

- 1 hr 00 min

This course has a run time of: (the base time for each page to be completed)

- 34 min

## Exam Generation System (EGS) Banked Questions

The total amount of banked questions for this course is:

Lesson Title	Standard Questions
Elements of Leadership	17
Flight Deck Management	4
	<b>21</b>

## REFERENCE MATERIAL

The Advanced Leadership course contains the required elements of ground school training outlined by ICAO/EASA/FAA/Transport Canada and conforms to IOSA Audit Standards.

### ICAO

- ICAO DOC 9683 – Human Factors Training Manual CH 1.4.15P 13689-2 - Crew Resource Management (CRM)
- ICAO Human Factors Digest – CRM Training

### EASA

- EASA AMC1.ORO.FC.115
- EASA CRM Training

### FAA

- FAA AC 91011-1
- FAA CFR Title 14 Volume 2 - 61.155 (11)
- FAA 14 CFR Ch. III 460.15 Human Factors
- FAA Advisory Circular AC No 120-51E:22
- FAR 121.404 Sub H

This course material may be supplemented when used in conjunction with the Pelesys Crew Resource Management (CRM) course.

The operator remains responsible for obtaining approval from the regulatory authority.

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