

CRM to Increase your Leadership and Safety Awareness

Discover alternate ways to break the error chain

Your crew is the ultimate driver of safety. Working together ~ whether in the cockpit or on the ground ~ is critical. How do your flight department personnel stack up in their relating to the other crew members?

Shari presents cutting edge research on how emotions affect everyone's attitudes and behaviors, and the influence on safety it has on your operation. Working side by side, pilots, schedulers and dispatchers, flight attendants and mechanics need patience and methods to diffuse power struggles. Interactions with CRS's, passengers, executives can be improved by using the same techniques. You'll learn from Shari's interactive session proven systems to more suitably respond to external and internal situations and not react with 'emotions'. In addition, you'll minimize frustration and stress in your interactions.

Why choose this Program?

The most successful flight department crew members have the same thing in common—they understand each other's actions and motives, and are able to express themselves without riling the defenses of others. Imagine the level you'd reach if your crew used their emotional intelligence abilities to more quickly overcome challenges and become a higher performing crew.

Who will this Program benefit?

Flight departments that have heard the same CRM tips and techniques, and want to learn behavior changing skills at the base level. Your flight department crew can immediately implement these real-world tools—you will see an impact in your flight department and wished you had learned this years ago.

After attending this seminar, you will:

- Realize the importance of emotions in your flight department
- Recognize when they do the most good—and the most harm
- Practice strategies to gain intended results in your interactions
- Add methods to your toolkit to remain calm and communicate as a leader
- Make sense of your own fight/flight/freeze reactions

Partial full-day agenda:

- Explore own natural communication style
- Challenge your assumptions and listening skills
- Diagram the interactions of your different brains
- Re-enact 'fightin' words' and counter-conflict phrases
- Diagnose, laugh, practice, learn, balance, choose, adjust, acquire

This program is ideally suited

For flight departments that work closely together and experience stress and turbulence between crew members. Your flight department leaders will leave motivated and equipped with new 'real world' methods to handle many challenging situations

Select your format:

Seminar: 1/2 day, 1-2 full days (Leadership debrief and follow up handouts provided)

Coaching/Consulting Sessions: Individual, Pairs, Triads or Groups: Contact Shari for details

Also available as keynote speeches and break-out sessions. Contact Shari for more information

Part of the breakthrough Leadership Awareness Series

Shari Frisinger
281.992.4136
www.ShariFrisinger.com
Shari@CStoneStrat.com

Time for a CRM session from a totally different perspective? When you are ready to increase your level of communications and interaction Call Shari for one component of LEADERSHIP AWARENESS