



# PEOPLE IN CONTROL: STAYING IN THE LOOP

## EUROCONTROL ALC COURSES

The EUROCONTROL Aviation Learning Centre, located in Luxembourg, develops and delivers air traffic management training, services and tools for air navigation service providers, airlines, training organisations and civil and military State authorities worldwide.

Building on over 50 years of expertise, the centre provides a wide range of training courses, services and tools - from general introduction courses on ATM concepts through to advanced operational training.

Here are some courses that may be of interest to readers on the topic of **people in control: staying in the loop**.

### STRESS AND FATIGUE MANAGEMENT [HUM-SFM]

Based on Commission Implementing Regulation (EU) 2017/373 and ICAO annex 11 EUROCONTROL provides a safety-related course on fatigue and stress management. The course will enable participants through practice and discussions to grasp the key factors producing stress and fatigue and to evaluate and recognise impacts and develop coping strategies.

#### PREREQUISITES

Participants should have a basic knowledge on fatigue and stress and impact on human performance. This can be obtained by following the HUM-FAT-MGT and HUM-STRESS e-learning modules.

#### OBJECTIVES

To provide tools and support at both individual and organisational levels for managing stress and fatigue in operations. The course will provide participants with practical tools and knowledge to start a management plan (both at prescriptive and FRMS level).

#### AUDIENCE

Managers and professionals that need to understand how to manage stress and fatigue in ATM.

### HUMAN FACTORS FOR ATM SAFETY ACTORS [HUM-HFA]

Human factors (HF) is a discipline looking at all aspects of the human being at work. Thus, understanding HF in safety activities is crucial. This course covers the fundamentals of HF and is designed for a wide audience. The course focuses on understanding the strengths of the human being in order to intervene in the working environment to capitalise on human flexibility, adaptability and good judgement.

#### OBJECTIVES

After completing the course, participants will have an understanding of safety issues from a human factors perspective, which encompasses individual factors, social and organisational factors, the HMI and working environment factors. Participants will be able to recognise and emphasise the strengths of the human being - such as flexibility, adaptability and learning skills - thereby enlarging the scope of HF analysis beyond human errors and incident investigation. Additionally, participants will have an understanding of the central contribution of the human factor to any safety activity.

The large number of theoretical training (over 20 hours) on HF topics and the range of these topics make the course compliant to the HF requirements of EU regulations 965/2012, 1321/2014, 2015/340 as well as consistent with the ICAO documents 7192 in terms of HF (Training Manual).

#### AUDIENCE

This course is designed for staff having any safety role and responsibility in an ATM system, and other interested persons with a good understanding of operational matters.



## TRM FACILITATOR [HUM-TRM-F]

Team Resource Management (TRM) focuses on operational human performance and teamwork in ATM operations. It explores the gap between “Work as Imagined” and “Work as Done” in human factors terms. When implemented effectively, TRM focuses on things that go well during daily ATM operations and facilitates ways to replicate this success. It encourages the exchange and understanding of operational pitfalls and strengthens the human safety net.

Personnel attending this course will be trained to use and adapt the EUROCONTROL prototype training material so that they are able to deliver TRM sessions for air traffic controllers.

A high level of English language proficiency is needed as participants can expect to facilitate a group discussion and to co-facilitate a half-day TRM session.

### IMPORTANT NOTE

EU Commission Regulation 2015/340 states that one of the Acceptable Means of Compliance (AMC) for meeting the human factors ATC Refresher Training requirements (as part of Continuation Training) is to train air traffic controllers in team resource management. EUROCONTROL’s well established TRM concept and prototype training material may be used by ANSPs to implement this AMC and consequently meet the regulatory requirement.

### PREREQUISITES

A sound theoretical background of the TRM initiative is needed as this course focuses on practical TRM aspects. Participants are therefore required to have either completed the TRM in ATM course, Introduction to TRM course or Team Resource Management: The basics course.

### OBJECTIVES

By the end of the course, participants will be able to:

- Use facilitation techniques to deliver TRM subject material
- Customise the existing prototype TRM training materials

### AUDIENCE

This course is designed for personnel who wish to become TRM facilitators. It is primarily aimed at air traffic controllers. However ATSEP and AIM personnel will also benefit from this course.

### OTHER COURSES AND WEBINARS:

- Systems Thinking for Safety [HUM-SYS]
- Design of ATC Simulation Exercises and Courses [HUM-SIM]
- Theoretical Training Instructor Skills [HUM-TTI]

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