Research on Human Factors and Skill Training in Crew Resource Management

Yuxiang Liu

Civil Aviation Flight University of China, Sichuan Deyang 611830

Abstract: This paper explores the role of crew resource management (CRM) in improving teamwork, decision-making, and communication skills to reduce human error and enhance flight safety. Through case analysis, theoretical model evaluation and empirical research on the effect of skills training, the interaction between human factors and skills training in CRM is deeply analyzed. The study found that an effective CRM implementation requires not only extensive skills training, but also an in-depth discussion of error management and risk prevention strategies. The article also highlights the potential of e-learning to improve training efficiency. Finally, by revealing the key role of skills training in improving the quality of collaboration and decision-making among crew members, this paper highlights the core value of CRM in ensuring aviation safety, and makes specific recommendations for improvement in aviation safety management.

Keywords: crew resource management, safety science, human factors, skills training, error management

Introduction

Crew Resource Management (CRM) has become central to improving aviation safety, reducing human error by enhancing communication, leadership, situational awareness and teamwork among teams. With the advancement of technology and the increasing complexity of aviation business, the challenges faced by flight crew are becoming more and more severe, making the research and practice of CRM particularly critical. The purpose of this paper is to explore the application of CRM in the field of aviation safety, analyze the impact of human factors and skills training on its effectiveness, and provide improvement solutions. Through the synthesis of theory and practice, this paper hopes to provide new perspectives and strategies for aviation safety management, promote in-depth discussion and continuous innovation of CRM in the industry, and then improve aviation safety standards to ensure the safety of passengers and crew.

1. The scientific basis of safety for crew resource management

1.1 Fundamentals of safety science

Safety science is an interdisciplinary field that aims to systematically prevent and reduce accidents and ensure the safety of people and property. In Crew Resource Management (CRM), safety science constructs a comprehensive assurance framework for aviation safety by analyzing human behavior, the operation of technical systems, and the effectiveness of management systems[1]. It identifies and assesses risk factors, empowers crew to make the right decisions in complex situations, and improves flight operational safety. Safety science research covers human factors, technical systems, and management systems, focusing on individual and team safety awareness and operational skills, and exploring how to support a safe environment through safe design, policies, procedures, and culture. The interaction between these three areas forms the core of safety science, promotes the in-depth understanding and prevention of safety issues, provides

a theoretical and practical basis for aviation safety management, and opens up new ways to improve efficiency and effectiveness[2].

1.2 Discussion on the human factors in safety science

In safety science, the reliability of human-machine interaction is critical to the aerospace industry, which relies on precision technology. It is not only about operational skills and decision-making ability, but also about understanding and responding to system feedback, ensuring effective communication, cross-checking and collaboration among crew members, and thus improving operational safety[3]. Misuse in human-computer interaction, such as operator errors or misunderstandings of feedback, can trigger a chain reaction with serious consequences. This underscores the importance of designing intuitive human-machine interfaces and increasing situational awareness. The human factor in the aviation safety system spans multiple levels, from the operator to the management, and their decisions and actions directly affect the effective operation of the system. Deeply exploring these human factors and optimizing human-computer interaction through training, culture building, and system design is key. Safety science lays the foundation for a safer aviation environment by integrating a deep understanding of human reliability, mishandling reduction strategies, and human factors[4].

1.3 The intersection of unit resource management and safety science

Crew Resource Management (CRM) and safety science complement each other in the field of enhancing aviation safety. CRM addresses the challenge of reducing human error in security science by improving teamwork, communication, and decision-making, and security science provides theoretical and methodological support for CRM on how to effectively reduce risk and improve security performance. The two converge on the common goal of avoiding accidents, and the practice of CRM simulation training and team building is inspired by safety science research, and at the same time, the application results of CRM also feed back the research of safety science and jointly promote the development of aviation safety management. This cross-cutting collaboration not only deepens the understanding of the complexities of aviation security, but also drives continuous improvement of aviation security measures.

2. The concept and evolution of unit resource management

2.1 Case analysis and interpretation

When discussing the practical application and effectiveness of crew resource management (CRM), the decision-making process in an emergency is a typical case that demonstrates its value. Once, an aircraft encountered a sudden mechanical failure during the flight, and in this case, the crew's ability to cooperate and make decisions was greatly tested. The co-pilot chose the wrong route in the flight management computer (FMC) during the implementation of the pressure relief procedure, and then the captain found an error in the cross-check to verify the FMC, and during the emergency descent, the captain forgot to release the speed brake, and the co-pilot found out in time to remind the captain to release the speed brake, etc., the crew successfully identified the threat management error and selected the best response strategy through effective communication, sharing key information and jointly assessing the severity of the situation. They envisaged a number of options prior to the flight, ensuring a quick shift to Plan B in the event of unsuccessful implementation of Plan A. In this case, the importance of the core elements of CRM – teamwork, communication, and decision making – is on full display. Through shared situational awareness, crew members are able to quickly and accurately understand the current safety situation and make informed decisions based on that. This not only demonstrates the effectiveness of CRM in improving crew members' ability to react and make decisions in the face of emergencies, but also highlights the critical role of human factors and team dynamics in flight safety management. The successful interpretation of this case reveals the direct impact of CRM training in practice, that is, to effectively respond to emergencies by enhancing crew members' collaboration ability and improving the quality of decision-making, so as to maintain the safety of flights and passengers. This practice not only reinforces the safety culture, but also provides the aviation industry with valuable learning and improvement opportunities, further demonstrating the indispensability of

CRM in improving overall aviation safety.

2.2 Theoretical framework of unit resource management

The theoretical framework of Crew Resource Management (CRM) enhances aviation safety through threat and error management and accident analysis and prevention models. Threat and error management emphasizes the importance of preventing, identifying and responding to external threats and human error, promotes an open communication environment and mutual monitoring mechanism, and encourages timely feedback and collective learning. Simulation training plays a key role in this model, enabling crew members to practice their skills in responding to emergencies in a risk-free environment. The incident analysis model analyzes past incidents through systems thinking, identifies root causes and potential risk factors, such as management gaps, training deficiencies, or cultural issues, and develops preventive measures accordingly, including training improvements, process optimization, and safety culture enhancement. The combination of these two models provides a strategy for systematically reducing errors and improving aviation safety performance, promoting the development of crew adaptability, resilience and safety culture, and providing a practical path for the aviation industry to move towards higher safety standards.

2.3 The evolution trajectory of unit resource management

Crew Resource Management (CRM) is a set of management practices designed to optimize flight safety, emphasizing the reduction of human error through improved team communication, decision-making, leadership, situational awareness, and teamwork. The rationale is based on an in-depth study of the role of human factors in aviation accidents, which identifies the criticality of non-technical skills to improve aviation safety. The trajectory of CRM can be traced back to the late 70s of the 20th century, when an analysis of a series of aviation accidents revealed the significant role of human error. Since then, CRM has gone through several stages of development, from the initial focus on individual skills to the emphasis on the overall effectiveness of the entire crew, and now the focus on other aviation operators beyond the crew, showing a trend of continuous expansion and deepening. CRM has made significant progress in risk management, particularly the integration of risk management strategies into day-to-day operations and decision-making. This risk management-based CRM advancement focuses on identifying potential security threats in advance and implementing preventative measures, rather than just taking action after an incident occurs. This progress not only enhances the safety of flight operations, but also promotes the in-depth understanding and application of risk prevention in the aviation industry, marking the progress of CRM towards a more systematic and scientific management practice.

3. Research on unit resource management skills training

3.1 Training practice of unit resource management skills

The design, implementation and evaluation of CRM training form a coherent path to enhance the overall safety performance of the fleet. The design phase focuses on defining training objectives, which are typically based on insights from previous aviation incident analyses and needs for improvement identified in current crew operations. Thereafter, the training content is planned to cover key non-technical skills such as communication, teamwork, decision making, and situational awareness. The implementation phase involves a variety of teaching methods, including simulator training, role-playing, and team discussions, to ensure that participants are able to learn and apply these skills in practice. The assessment process aims to measure the effectiveness of the training through direct observation, feedback questionnaires and effectiveness evaluations to ensure that the skills learned are correctly mastered and can be applied in practice. The key skills development approach takes an integrated approach to enhancing the adaptability and responsiveness of crew members by simulating real-world situations. For example, the development of communication skills includes not only basic messaging skills, but also the practice of how to maintain clear communication in a high-pressure environment. Teamwork skills are strengthened through team-building activities and collaborative tasks, with a focus on building trust and coordination among members. The cultivation of decision-making and situational awareness is promoted through scenario analysis and decision-making games, aiming to improve the quality of judgment and decision-making of crew

members in complex situations. This approach not only deepens participants' understanding of the importance of flight safety, but also facilitates the application of skills in real-world operating environments, thereby improving the overall level of flight safety.

3.2 Evaluation and feedback of skill effects

The process of evaluating the effectiveness of CRM training is meticulous and multi-dimensional, involving a comprehensive examination of skill improvement and practical application effects. In the co-pilot stage of transport aviation, the basic skill framework and logic of CRM should be established, and the training should focus on establishing effective monitoring, situational awareness, effective communication, and awareness of automation and effective management of workload, and the evaluation in training can reflect some real non-technical skills. But the real value lies in continuous tracking and long-term observation. Evaluation methods include, but are not limited to, self-assessment questionnaires, peer evaluations, supervisor feedback, and improvements in key performance indicators. The use of these tools and methodologies aims to collect data from multiple perspectives, ensuring comprehensiveness and objectivity of assessment results. The self-assessment questionnaire allows participants to reflect on their individual learning outcomes during the training process, while peer assessment provides an external perspective on the application of skills in team interactions. Supervisor feedback provides important insights from a real-world job performance perspective, especially when evaluating the extent to which skills are applied in a real-world work environment. Key Performance Indicators (KPIs) such as incident rate, number of reported safety hazards, and response time provide a quantifiable demonstration of training effectiveness and skill application. This comprehensive assessment method not only accurately measures the degree of skill improvement, but also reveals how well the skills are applied in practice. In addition, the feedback collected provides valuable input for subsequent training programs, contributing to the continuous improvement and individualization of the course content. This feedback loop ensures that CRM training is practical and up-to-date, which in turn continuously improves aviation safety.

3.3 Online learning path for crew resource management

The introduction of online learning platforms and technologies has opened up a new path for CRM training, and has achieved the optimal allocation of educational resources and a significant improvement in learning efficiency. By leveraging online courses, virtual reality (VR) simulators, and interactive learning tools, CRM training is able to provide a flexible, personalized learning experience for a wide range of cabin crew across geographic constraints. The online platform allows participants to tailor their learning to their own pace and needs, while facilitating interaction and knowledge sharing among participants through forums and online discussion groups. Virtual reality technology, especially in simulated flight operations and emergency response training, greatly enhances the immersion and practicality of learning. Students can practice key actions repeatedly in a risk-free environment, deepening their understanding and reflexes to complex situations. Through data analysis and a learning management system, training effectiveness can be monitored and evaluated in real time, providing immediate feedback to teachers and learners to help adjust learning strategies and content in a timely manner. This use of e-learning and technology in CRM training not only improves the accessibility and flexibility of training, but also enhances the effectiveness of learning through innovative teaching methods and technologies. As technology continues to advance, it is expected that e-learning will play an even more important role in future CRM training, further enhancing aviation safety.

4. Conclusion

This paper explores the central role of crew resource management (CRM) in improving aviation safety, revealing the importance of human factors management and skills training in reducing misoperation and enhancing flight safety performance. The theoretical framework and practical approach of CRM show how to effectively combine the principles of safety science with the practice of crew operation, and promote the construction of safety culture and the improvement of flight operations. With the continuous advancement of technology and training methods, CRM continues to play an

irreplaceable role in aviation safety management, leading the aviation industry towards higher safety standards.

Conflicts of interest

The author declares no conflicts of interest regarding the publication of this paper.

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